

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



CASE NUMBER: 05022222 VIN: 1G1YY32G9Y6118286  
MODEL YEAR: 2000  
DATE OPENED: 2001-07-23 SERIES: CORVETTE CONV  
DATE CLOSED: 2001-08-06 MILEAGE: 25656  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: PALANKER CHEVROLET-GEO  
BRC PARENT: DEALER ADDRESS: 670 MONTAUK HWY, WEST BABYLON, NY, 11704, USA

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

M01 Steering General Inoperative  
2 REPAIR ATTEMPT(S) steering wheel locked up while driving

LEMON-NY

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

Crm resuming file to take ownership, print attachments, and do case scan. Case scan was done by both VIN and cust name, previous existing files for cust are RE: 00560755, 01678923, 014652, 02499181, 0321277, 03213254. All files are pertaining to cust correspondence. Cust states he was almost killed while driving this vehicle b/c the steering wheel locked up. Cust states while trying to get off the road he almost hit a little girl due to fact that he couldn't steer. Cust seeking to get out of vehicle due to continuous trips to dlr. Cust states all he wants is another 2000 Corvette and GM is willing to either give him what he paid for the vehicle he'd go to purchase another or GM could give him another vehicle like his and he would pay what ever difference.

Crm will contact cust, svc mgr, and AVM for updates.  
--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365096854  
2001-07-27

Crm contacted cust, cust states he had his vehicle repaired at Performance and doesn't want to go back to Palanker b/c it's too far out of the way. Cust states the service at Palanker wasn't good either. Cust states he would be willing to go in for a FRA/inspection but this would probably be an inspection b/c steering is fine now. Cust seeking to get out of vehicle. Cust states all he wants is another 2000 Corvette that is safe. Cust states nothing would make him feel comfortable in the vehicle, he states he has lost all confidence in the safety of it. Cust also seeking a reimbursement for the repair he had to pay out of pocket due to the vehicle breaking down at 9:00pm. Cust states he had to pay to have it towed to a Shell Station and the tech fixed his vehicle w/ no problem.

Crm will contact svc mgr at dlr for more info.  
--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365097160  
2001-07-27

Crm contacted svc mgr, Jimmy Lannon at Performance Chevrolet (516-579-4400). Svc mgr stated the cust had the vehicle towed in to his dlr for a locked steering column. Svc mgr stated they repaired it and haven't heard or seen the cust since. Svc mgr stated they don't have parts on order for the cust and July 6, 2001 was the first and last time they saw the cust.

Crm will contact AVM of Palanker dlr for more info due to fact cust purchased vehicle from that dlr and has had all work performed there except steering column lock.  
--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365097419  
2001-07-27

Crm contacted AVM Frank Angelico, node: 914055; mailbox: 8480 for update on cust situation. notes, AVM of Palanker was contacted due to fact cust purchased vehicle from that dlr has all work done there.

Cust is now stating he does not want to go to that dlr b/c they are too far and he doesn't like their service.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365097538  
2001-07-27

Crm notes, Cust states he can go in for a FRA anyday of the week except the week of July 30th to August 3rd. Cust states the morning is a good time for him.

Crm waiting on response from AVM for update on cust.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365097669  
2001-07-31

Crm tried to contact cust to advise of dlr, Crm offered either Hallock in Oyster Bay or Robert in Hicksville. Crm waiting on response from cust.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365456656  
2001-07-31

Crm received a call back from cust, cust states he discussed matter w/ attorney and feels Crm should extend his warranty by a couple of years. Cust states if he goes in for the FRA/inspection the dlr will just tell him his vehicle is fine and he shouldn't have to do that.

Cust seeking extended warranty.

Crm advised cust that the vehicle would have to go in for the final/inspection before any decisions are made. Cust states he isn't getting any help from the dlr or GM. Cust states Crm has been a help to him but he would not be going in for the FRA, he would simply talk to his attorney. Crm asked if cust was refusing final/inspection. Cust said he was and thanked and ended call.

Crm will contact AVM to advise of situation and close file dissatisfied.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365466779  
2001-07-31

Crm contacted the AVM Frank Angelico. Crm advised of situation and is closing file out dissatisfied due to cust refusal to take vehicle in for final.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365467207  
2001-08-02

Crm received a message from AVM Frank Angelico stating he'd received crm's message about dissatisfied closing of cust request, Crm was advised that situation was handled correctly. AVM advised crm to call w/ any new updates on cust concerns.

Crm closingfile dissatisfied due to cust refusing final repair attempt.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365636431  
2001-08-02

Crm closing file dissatisfied as request for assistance has been denied w/ TM Robert Ayala's over the shoulder approval.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365636435  
2001-08-03

Auditor Approving Letter.

Mark Kasnieraki, Tampa, Approval Group; 0;

365698066  
2001-08-06

Crm received a message from cust stating he would still like to be reimbursed for the repair at the Shell station.

Crm seeking to be reimbursed in the amount of [REDACTED]

Crm will contact cust for update.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365969440  
2001-08-06

Crn contacted dir and was advised to have cust bring in appropriate documents and they would be reviewed and submitted if no problems exist.

will contact cust to advise.

Caralecia Oliver/tampa/legal corr. x57673--; 0; 365969647  
2001-08-06

Crn tried to contact cust at (516-627-2436). Crn left a message w/ info. Crn closing file.

--Caralecia Oliver/tampa/legal corr. x57673--; 0; 365969647  
2001-09-07

CORR DOCS RECEIVED:  
CRM ATTATCHOING DOCS TO FILE  
CRM ADV CASE HAVE BEEN ADDRESSED AND HANDLED  
ANESIA KELLY/TPA CORR; 0; 368728807  
2001-09-14

CRM REC'D DOCS.CRM ATTACHING DOCS TO REQUEST. SHAQUITHA TUT/CORR/ATK/CARS; 0; 369377076

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WAS VEHICLE ROAD TESTED:

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

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

SOURCE:  
REQUEST TYPE:  
PURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:

CONTACT NUMBER: 1

COMPANY :

CONTACT TYPE :

CONTACT PHONE :

██████████

07-19-01P01:44 RCVD

FIRST CLASS



HOLLY ZETTLER-LEGAL  
CUSTOMER Relationship Manager  
CHEVROLET DIVISION  
GENERAL MOTORS DIVISION  
P.O. Box # 33170  
DETROIT, MICHIGAN  
48232-5170

05022222

Sunday 15<sup>th</sup> July 2001

Attn: Holly Zetter - Lead

Customer Relationship Manager

Chevrolet Division

General Motors Division

P.O. Box # 33170

Detroit, Michigan 48232-5170

**\* PLEASE HELP  
ME \***

→ OVER

Sunday 15<sup>th</sup> July 2001

Good morning Mr Zetter!!

I hope this letter finds you +  
your family well!

We have been in contact in the past  
regarding my 2000 - Conecto. As you can  
see by my letters, service issues, +  
constantly repairing my Conecto. I have  
had rather bit. aquisition on returning  
to the dealer approx 50 times since I  
purchased my car in Feb of 2000.

Since our last correspondence dated  
Dec 21, 2000 - I have returned to the  
dealer approx 10 more times. - As you,

page 2  
by the attached invoice, service reports, bills  
for parts which I paid for out of my own  
pocket - + copies of bills from service  
stations where I had to bring my car  
because NONE of your dealers could fix  
my car - only the particular Shell service  
station!

## NOW MY PROBLEM

As you can see from my latest visit to  
one of your dealers for service - the particular  
problem CANNOT be tolerated. I was  
ALMOST KILLED LAST WEEK  
DRIVING MY 2000 CORVETTE!!

I have been reasonable over the past year  
→

Page 3

with all my problems - you have been very  
kind to me - HOWEVER - PLEASE READ  
THIS CAREFULLY!!

I was driving on one of the parkways on  
Long Island, New York approx. 55-60 M.P.H.  
when suddenly my steering wheel + column  
LOCKED UP!! I COULD NOT STEER  
MY CAR AT ALL - THE WHEEL COULD  
NOT MOVE AT ALL - IT WAS AS THE  
CAR WAS PARKED! - I WAS SCARED  
TO DEATH! - I HAD TO SLOW DOWN  
WITH MY FLASHERS ON! - CONSTANTLY  
AVOIDING CARS + TRUCKS! - I HAD  
ABSOLUTELY NO CONTROL OF MY

CAR!! CARS AND TRUCKS WERE FLYING  
 BY ME TRYING IN VAIN NOT TO HIT  
 ME!! - THANK GOD!! IT TOOK ME  
 ABOUT 20 TERRIFYING MINUTES TO  
 BRING MY CAR TO A COMPLETE STOP  
 ON A VERY BUSY PARKWAY!  
 AS I WAS COMING TO A STOP (I  
 WAS GOING ABOUT 5-10 M.P.H. OFF OF AN  
 EXIT RAMP - I ALMOST KILLED A  
 LITTLE GIRL ON A BICYCLE - HAD  
 IT NOT BEEN FOR A PASSING MOTORIST  
 & ME HONKING MY HORN - & YELLING  
 AT THE TOP OF MY LUNGS - I WOULD  
 HAVE KILLED HER!! MY CAR >

page 8

EVENTUALLY CAME TO A STOP! THANKFUL!  
I WAS TOWED ABOUT 2 1/2 BLOCKS TO A  
GAS STATION TO GET MYSELF + MY  
CAR OUT OF THE WAY OF THE ~~UNCOMMON~~  
TRAFFIC! I WAS PINNED IN MY CAR  
FOR ABOUT 1 HOUR BEFORE HELP  
ARRIVED!!

IT WAS EVENTUALLY TOWED TO  
PERFORMANCE CHEVROLET!

I DON'T KNOW WHAT ELSE TO  
SAY TO YOU Mr. Zetter!

I really don't feel safe in the car at  
all anymore! Everytime I start it up

Page 6  
I pray that I arrive alive wherever I'm  
going!

WHAT CAN YOU DO FOR ME!

Before I contact my attorney, I would  
like to resolve this matter respectfully + with  
your help maybe?? we can!

This would save us both legal costs, with  
your attorney + yours!

Obviously from my past letters + all your  
concerns my case seems a little out of  
the ordinary - Have you ever heard of a  
NW CAL returning to a dealer about 60 times  
& the last problem almost KILLED ME!



Day ①

I WOULD LIKE THIS CAR REPLACED  
WITH A NEW ONE!!

IF YOU HAVE A 2000 CORVETTE-  
EXACTLY LIKE MINE- I WOULD  
SETTLE FOR THAT-!!

I AM NOT LOOKING FOR A NEW  
CAR- OR A MONETARY SETTLEMENT-  
I JUST WANT A 2000 CORVETTE  
THAT IS SAFE- EXACTLY THE ONE  
I PURCHASED- WHICH I SAVED MY  
WHOLE LIFE FOR! (I PAID CASH FOR  
THIS CAR)!!

I really don't know if you could realize

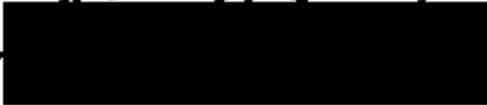
Page 8

what my life has been like ever since I  
purchased this car. It has been nothing  
but a night mare - I can't even sleep at  
nite! I'm deathly afraid to drive my  
Couette!

If you want ~~to~~ come to return the car -  
JUST REFUND my money - and I  
PROMISE I will buy a new 2001 - Couette!

PLEASE HELP ME ~~to~~ get it!

You have always been nice & respectful!  
I can be reached at:

I anxiously await your ~~reply~~ reply!  
All the best to you & your family!  
Respectfully, 

Page # 2

(A) I would greatly appreciate your  
reimbursement of the attached repair bill -  
I had to have my car towed to Mrs  
Garden City Shell - in Westbury, New York.

As you can see by the attached check  
from North Bay Tackle - I was towed to  
Mrs Garden City Shell - This was the closest  
dealer with the belt that my car needed!!

I asked Mrs Garden City Shell for a copy of  
the bill for the part so I could show  
you that I was honorable & telling you

the truth!!

Thank you,

Copies of Repair  
Orders to Follow



# PERFORMANCE CHEVROLET



2330 HEMPSTAD TURNPIKE  
 EAST MEADOW, NEW YORK 11764  
 SALER (516) 579-4400 SERVICE (516) 579-4400 FAX (516) 579-4763 PARKS (516) 579-4400  
 www.performancechevrolet.com

VEHICLE NO. <b>14903</b>	NAME <b>WILLIAM CHRISTIAN</b>	AGE <b>630</b>	THESE NO. <b>505</b>	ISSUE DATE <b>07/09/01</b>	ISSUE NO. <b>CVCS38161</b>
ADDRESS <b>MANHASSETT, NY</b>	CREDIT NO.	FINANCE NO.	PRICE <b>23,659</b>	COLOR <b>BLACK/</b>	STOCK NO.
	VEHICLE MAKE/MODEL <b>00/CHEVROLET/CORVETTE/2 DOOR CONVERT</b>			DELIVERY DATE	DELIVERY TIME
	VIN <b>1G1YY32G9Y51182B6</b>			DELIVERY SIGNATURE	PRODUCTION DATE
	P.T.E. NO.	P.T.E. NO.		DATE <b>07/06/01</b>	
Comments					NO: 23659

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 1</b> TON TO SHOP ROADSIDE ASSIST TON TO SHOP			TECH(S):644		
				<b>JOB # 1 TOTAL PARTS</b>	<b>0.00</b>
				<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>
<b>JOB # 2</b> ELECTRICAL BODY WORK CUST STATES SERVICE COLUMN LOCK WORKING IN ON AND STEERING WHEEL LOCKED CANNOT STEER VEHICLE VERIFIED STEERING LOCKED REMOVED COLUMN TRIM / REPLACED STEERING COLUMN LOCK ACTUATOR REPT TRIM CLEAR COMPUTER ROADTEST OK			TECH(S):644		
				<b>JOB # 2 TOTAL PARTS</b>	<b>0.00</b>
				<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>

ANY WARRANTIES ON THE PRESENT SOLD VEHICLE ARE THOSE MADE BY THE MANUFACTURER. THE BILL OF MERCHANDISE SPECIFICALLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES NOT TO AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID VEHICLE. (SEE BACK)

LABOR AND PARTS ARE WARRANTEED FOR 90 DAYS OR 1000 MILES, WHICHEVER OCCURS FIRST.

TERMIN: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

TOTALS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				<b>JOB # 2 TOTAL PARTS</b>	<b>0.00</b>
				<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>
				<b>TOTAL LABOR</b>	<b>0.00</b>
				<b>TOTAL PARTS</b>	<b>0.00</b>
				<b>TOTAL BULLET</b>	<b>0.00</b>
				<b>TOTAL G.O.B.</b>	<b>0.00</b>
				<b>TOTAL MISC CHG.</b>	<b>0.00</b>
				<b>TOTAL MISC DISC.</b>	<b>0.00</b>
				<b>TOTAL TAX</b>	<b>0.00</b>
				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

AT PERFORMANCE CHEVROLET OUR PERSONNEL'S AIM IS TO SATISFY OUR CUSTOMERS NEED FOR SERVICE AND PARTS. WE ARE A GOODWRENCH SERVICE PLUS DEALER.

WORK HOURS OF OUR SERVICE DEPT. ARE:  
 MON - FRI 7:30 AM - 6:30 PM  
 SAT 8:00 AM - 1:00 PM  
 THANK YOU FROM THE ENTIRE SERVICE STAFF  
 AT PERFORMANCE CHEVROLET

NOTE: PARTS MARKED WITH AN "X" HAVE A LIMITED LIFETIME WARRANTY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

CUSTOMER SIGNATURE \_\_\_\_\_

Thank you for this opportunity to serve you.

NY8-8V FOR REG. NO. 76808

**COPY**





**SALES AND LEASING**  
 730 NORTHERN BLVD.  
 GREAT NECK, NEW YORK 11021  
 (516) 486-8200

**PARTS AND SERVICE**  
 1800 NORTHERN BLVD.  
 ROSLYN, NEW YORK 11576  
 PARTS (516) 625-5400 SERVICE (516) 484-2500

**NO REFUND WITHOUT THIS INVOICE.**  
 20% HANDLING CHARGE ON ALL MERCHANDISE RETURNED  
 FOR CREDIT WITHIN 3 DAYS.

**NO RETURNS ON ELECTRICAL OR SPECIAL  
 ORDER ITEMS.**  
 PARTS NOT RETURNABLE AFTER 3 DAYS.

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Parts are warranted for 90 days against manufacturer defects.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
12 MAR 01		13 MAR 01	13 MAR 01	32784

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ACCOUNT NO. 3349763

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PAGE 1 OF 1

GARDEN CITY SHELL  
 427 OLD COUNTRY ROAD  
 WESTBURY, NY 11590

QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	12398078 F-BELT UNIT	62.37	53.01	53.01
<p><i>Paid John Cash</i></p> <p><i>We Appreciate Your Business!</i></p>						
<p>*****IMPORTANT*****            CALL US FOR ALL YOUR GM PARTS            ALL YOUR INFINITI PARTS... AND NOW            ALL YOUR JAGUAR PARTS            OUR DIRECT LINE IS 516-625-5400</p>				<p>PARTS 53.01</p> <p>SUBLET</p> <p>FREIGHT 0.00</p> <p>SALES TAX 0.00</p> <p>TOTAL 53.01</p>		<p><b>"EXPERT BODY            WORK DONE"</b></p>



X

BUYER'S SIGNATURE

Cadillac Customer Copy

**COPY**



*Belt replaced  
by Mike Landa  
City Shell!!*

**SALES AND LEASING**  
730 NORTHERN BLVD.  
GREAT NECK, NEW YORK 11021  
(516) 486-8200

**PARTS AND SERVICE**  
1900 NORTHERN BLVD.  
ROSLYN, NEW YORK 11578  
PARTS (516) 825-5400 SERVICE (516) 484-2500

**NO REFUND WITHOUT THIS INVOICE.**  
20% HANDLING CHARGE ON ALL MERCHANDISE RETURNED FOR CREDIT WITHIN 3 DAYS.

**NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.**  
PARTS NOT RETURNABLE AFTER 3 DAYS.

**STATEMENT OF DECLARATION**

The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise. Parts are warranted for 90 days against manufacturers defects.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
12 MAR 01		13 MAR 01	13 MAR 01	32784

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ACCOUNT NO. 3349763

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PAGE 1 OF 1

GARDEN CITY SHELL  
427 OLD COUNTRY ROAD  
WESTBURY, NY 11590

**COPY**

QUANTITY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT										
1	1	0 12398078	F-BELT UNI	62.37	53.01	53.01										
<p><i>Paid John Cash</i></p> <p><i>We Appreciate Your Business!</i></p>																
<p>*****IMPORTANT***** CALL US FOR ALL YOUR GM PARTS ALL YOUR INFINITI PARTS... AND NOW ALL YOUR JAGUAR PARTS OUR DIRECT LINE IS 516-625-5400</p>				<table border="1"> <tr> <td>PARTS</td> <td>53.01</td> </tr> <tr> <td>BOBLET</td> <td></td> </tr> <tr> <td>FREIGHT</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>53.01</b></td> </tr> </table>		PARTS	53.01	BOBLET		FREIGHT	0.00	SALES TAX	0.00	<b>TOTAL</b>	<b>53.01</b>	<p><b>"EXPERT BODY WORK DONE"</b></p>
PARTS	53.01															
BOBLET																
FREIGHT	0.00															
SALES TAX	0.00															
<b>TOTAL</b>	<b>53.01</b>															

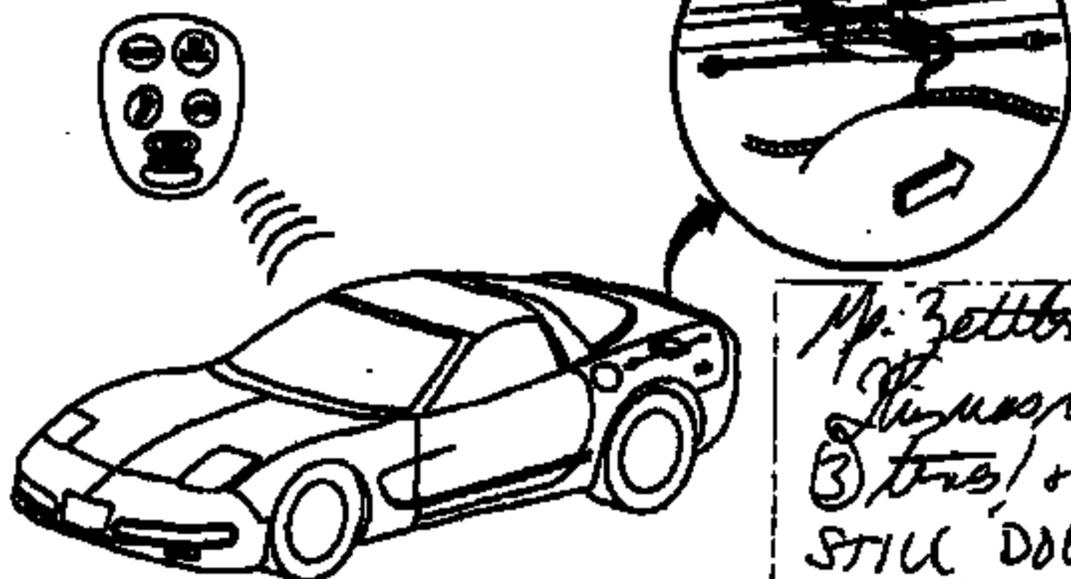
X  
CUSTOMER'S SIGNATURE

Cadillac Customer Copy

## Keyless Entry: Description and Operation

### General Description

*\* This was repaired 3 times*



*Mr. Zetts!  
It  
was repaired  
3 times! & it  
STILL DOESN'T  
WORK!! -*

The Remote Function Actuation (RFA) system performs the following functions:

Transmitter remote control of various vehicle systems without physical contact of any switches on the vehicle

- Lock and unlock the both doors
- Turn the panic alarm ON or OFF
- Arm or disarm the theft deterrent system
- Hatch or trunk release
- Vehicle lamp control (approach, courtesy)
- Activate memory features (with memory option only)

^ The Pressure Monitoring (TPMS) system functions. Refer to Tire Pressure Monitor System Description.

The RFA system consists of a transmitter located on the operator's key fob, and a receiver (with an integral antenna) located over the LR wheelhouse. The receiver is capable of recognizing three transmitter codes. The RFA system does not directly control its functions, but relies on other systems in order to perform the transmitter's commands. The receiver receives and transmits various information from the following systems in order to perform specific functions.

- ^ The Body Control Module (BCM) - in order to provide Theft Deterrent, hatch release, horns, and vehicle illumination-control features.
- ^ The Door Control Module (DCM) - in order to provide all door lock and memory mirror functions.
- ^ The Seat Control Module (SCM) - in order to provide memory seat features.
- ^ The Instrument Panel Cluster (IPC) - in order to provide RFA system programming, display and vehicle personalization functions.

When the RFA system receives a command from a transmitter, a message is sent via the serial data line to the system module capable of performing the needed function.

The RFA system is intended to be used as a supplementary to the vehicle's conventionally operated lock/unlock system. It is not intended to replace, but should be used in conjunction with the door lock key. The system could disable due to radio frequency interference or a low transmitter battery. Therefore, always maintain vehicle access with a door key.

**W. BABYLON CHEVROLET, INC.**

26402

22776



DELA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
8511 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

PLATE	00	CHEVROLET CORVETTE	1G1YY3209Y5118285	15949/15949	T475
DATE	11 FEB 2000	TIME	18:00	29 NOV 00	29 NOV 2000
TYPE		MODE	VARI	CASH	

07:40 29NOV00 09:54 29NOV00  
 OPTIONS: STK:2320 DLR:PALANKER  
 ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES : THE ANTENNA IS BINDING GOING DOWN. STAYS UP ABOUT 1" TO 2"

CAUSE: BINDING ANTENNA CAP. REPLACED THE POWER ANTENNA CAP NUT.

RO410 ANTENNA COMPONENTS - REPLACE

ESCUTCHEON/GUIDE  
 200 W (N/C)  
 1 88896816 O-RING (N/C)  
 1 16537696 F-SPR-R/LAT (N/C)

FC: 6D  
 PART#: 88896816  
 COUNT: 2  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES : TRUNK LID DOES NOT OPEN ALL THE WAY. \*\*S.O.P.-IN \*\*  
 CAUSE: WEAK ANTENNA LATCH SPRING. REPLACED THE TRUNK LATCH SPRING.

B5500 LOCK, REAR COMPARTMENT LID - RER OR REPLACE

200 W (N/C)  
 FC: 6D PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EMER. CHARGE	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

20978



DELA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 422-8700

N.Y.S. REPAIR SHOP # R-7069108

MANHASSET, NY

PAGE 1

SERVICE ADVISOR: 530 PETER DAMIANEAS

OR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE-IN/OUT	TAG	
EK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		12248/12248	T226	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
11FEB2000			WAIT 31AUG00		VARI	CASH	31AUG2000
R.O. OPERED		READY	OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter V8 MPI				
07:44 31AUG00		09:41 31AUG00	FRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THERE IS A FLUID LEAK COMING FROM LEFT REAR AXLE SHAFT SEAL

CAUSE: SPECIAL ORDERED PART  
MIS SPECIAL ORDERED AXLE SHAFT SEALS  
200 W  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES TRUNK LID WILL NOT OPEN ENOUGH TO ALLOW FOR CUSTOMER TO LIFT TRUNK LID.

CAUSE: SPECIAL ORDERED PART  
MIS SPECIAL ORDERED TRUNK LID SPRIN/LATCH ASSEMBLY  
200 W  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREYO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OR. LIQU	0.00
SUBLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SHND

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

2 2 5 6 2

\*INVOICE\*



DELA PALANKER CHEVROLET, INC.

870 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(831) 422-3700

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY

PAGE 1

SERVICE ADVISOR: 530 PETER DAMIANAS

\*\*\*\*\*

EX	00	CHEVROLET CORVETTE	1G1YY3299Y5118286	15480/15480	T336
----	----	--------------------	-------------------	-------------	------

\*\*\*\*\*

11FEB2000		WALT 14NOV00		VARI CASH	14NOV2000
-----------	--	--------------	--	-----------	-----------

\*\*\*\*\*

07:44 14NOV00 10:00 14NOV00

\*\*\*\*\*

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WATER IS LEAKING ON DRIVER'S SIDE...SPECIAL ORDERED

PART IS IN.

CAUSE: DEFORMED CONVERTIBLE TOP REAR HORIZONTAL WEATHERSTRIP.

C1012 WEATHERSTRIP - ALIGN OR REPLACE ROOF FRONT

. 200 W (N/C)

1 10236329 W/STR-WDO (N/C)

1 10415919 F-W/STR-WDO (N/C)

FC: 4N

PART#: 10236329

COUNT: 2

CLAIM TYPE:

AUTH CODE: E

BV

\*\*\*\*\*

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

\*\*\*NECESSARY OIL DUE TO REPLACEMENT OF VEHICLE REAR WEATHERSTRIP, CONVERTIBLE TOP.

\*\*\*\*\*

B CUSTOMER STATES REAR TRUNK LID WITH THE SPRING

CAUSE: SPECIAL ORDERED PART

MIS SPECIAL ORDERED TRUNK SPRING

BULLETIN #73-10-58

200 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

\*\*\*\*\*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE

ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR

EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF

TESTING, INSPECTION OR DELIVERY AT MY RISK. AN

EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE

TO SECURE THE AMOUNT OF REPAIRS THEREON.

YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE

TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,

THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR

CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.

PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LIQU	0.00
BULLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

32428

W. BABYLON CHEVROLET, INC.

MANHASSET, NY

\*INVOICE\*



DELA PALANKER CHEVROLET, INC.
870 W. Montauk Hwy.
W. BABYLON, NEW YORK 11704
(831) 422-3700

PAGE 1

N.Y.S. REPAIR SHOP # R-7069106

SERVICE ADVISOR: 536 RAMON GONZALEZ

VEHICLE IDENTIFICATION NUMBER: 1G1YY32G9Y5118286

Table with columns: BK, DO, CHEVROLET CORVETTE, 1G1YY32G9Y5118286, 15196/15196, T228

Table with columns: 11 FEB 2000, 18:00 06NOV00, VARI, CASH, 06NOV2000

07:40 06NOV00 09:25 06NOV00
OPTIONS: STR:2320 DLR:PALANKER
ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

Table with columns: LINE, OPCODE, TRCH, TYPE, HOURS, LIST, NET, TOTAL

A COST STATES : THERE IS ALWAYS A PUDDLE OF WATER RIGHT BELOW THE DRIVER'S SEAT, AFTER WASHING IT. THE CARPETTING RIGHT BEHIND THE DRIVER'S SEAT "BACK" GETS ALSO WET. CAUSE: WEATHERSTRIPPING DEFORMED. MIS IMPROPERLY SEALING CONVERTIBLE TOP REAR WEATHERSTRIPS. (REAR HORIZONTAL AND REAR VEHICLE) 200 W 1 10236329 W/STR-WDO (W/C) (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

EMPTIED TO TO ADJUST, NO GOOD. (GAP) SERCIAL ORDERED NEW WEATHERSTRIPPING.

Main invoice table with columns: LINE, OPCODE, TRCH, TYPE, HOURS, LIST, NET, TOTAL

Summary table with columns: DESCRIPTION, AMOUNT

Please open card for additional information. MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

2 2 3 5 7



OMIA PALANKER CHEVROLET, INC.  
 570 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 423-3700

\*INVOICE\*

MANHASSET, NY

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

SERVICE ADVISOR: 536 RAMON GONZALEZ

VEHICLE MAKE: CHEVROLET VEHICLE MODEL: CORVETTE VIN: 1G1YY32G9Y5118286 LICENSE: 15000/15000 TAG: T171

DATE: 11 FEB 2000 TIME: 18:00 FROM: 01 NOV 00 TO: 01 NOV 2000 PAYMENT: VARI CASH

STX: 2320 DLR: PALANKER ENG: 5.7 Liter V8 MPI TRN: AUTO

07:41 01 NOV 00 09:39 01 NOV 00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUST STATES : WHEN OPENING THE TRUNK WITH THE REMOTE, TRUNK LID OPENS TO THE POINT WHERE YOU CANNOT PLACE YOUR FINGERS UNDERNEATH LID TO OPEN. OPENING IT FROM THE INSIDE.....  
 CAUSE: OIL NECESSARY DUE TO HAVING TO DIAGNOSE THE INTERMITTANT OPENING OF THE TRUNK LID. REPLACED THE REAR SUPPORTS FOR THE TRUNK.  
 B5457 SUPPORT, REAR COMPARTMENT LID AND/OR TAILGATE/LIFTGATE COUNTERBALANCE (GAS TUBE)  
 - REPLACE BOTH  
 10 W (N/C)

FC: 6D PARTS: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE: E  
 OL

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

B .....RELEASE BOTTON, (TRUNK RELEASE ON DASH), IT NEVER HAPPENS.  
 PLEASE ADVISE.  
 CAUSE: RELATED TO LINE "A"  
 MIS RELATED TO LINE "A"  
 10 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*CASE # 4311277 BULLETIN NUMBER 73-10-58 \*\*\*

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIR THERE TO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
 PARTS AND LABOR ARE WARRANTED FOR 18 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OIL LUBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

**W. BABYLON CHEVROLET, INC.**

26402

21539



D/WA PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

MANHASSET, NY

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		13539/13539	T659
DEL DATE	PROD DATE	WARRANTY	WARRANTY	WARRANTY	WARRANTY	PAYMENT	BY DATE
11 FEB 2000			WAIT 28 SEP 00		VARI	CASH	28 SEP 2000

NO. OPENED: \_\_\_\_\_ READY: \_\_\_\_\_ OPTIONS: STK:2320 DLR:PALANKER  
 ENG:5.7 Liter V8 MFI TRN:AUTO

07:43 28SEP00 09:59 28SEP00

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES : THE PASSENGER SIDE WEATHERSTRIPPING IS LETTING WATER IN  
 (\*\*S.O.P.-IN\*\*)

CAUSE: DEFORMED AND LEAKING PASSENGER SIDE WEATHERSTRIPPING. REPLACED  
 AND WATER LEAKED TESTED, GOOD.

C1060 WEATHERSTRIP - ALIGN OR REPLACE FRONT DOOR  
 RIGHT

200 W  
 1 10236328 W/STR-WDO

(N/C)  
 (N/C)

FC: 6D  
 PART#: 10236328  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 VN

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES : THE REAR DECK LID HAS A SLIGHT SCRATCH ON IT. PLEASE  
 ADVISE.

CAUSE: CUSTOMER WILL RESCHEDULE.  
 MIS CUSTOMER WILL RESCHEDULE.

200 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*RECOMMEND CUSTOMER NOT WAIT FOR A WATER LEAK IN THE FUTURE.

\*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.

PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. OIL. LUBE	0.00
SMILET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

88888

CUSTOMER COPY

26402

16871

W. BABYLON CHEVROLET, INC.

\*INVOICE\*



DELA PALANKE CHEVROLET, INC.  
970 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
1518 422-9700

MANHASSET, NY

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

HOME: BUS:

SERVICE ADVISOR: 530 PETER DAMIANAS

COLOR	YEAR	MAKE	MODEL	VIN	STOCK NO	INVOICE IN/OUT	TAG
BLK	00	CHEVROLET	CORVETTE	1G1Y32G9Y5118286		2112/2112	T614
DEL DATE	PROD DATE	WARR EXPI	SALE PROMOTED	SALE POINT	TRADE	% PAYMENT	INV DATE
11 FEB 2000			WAIT 07 MAR 00		VARI	CASH	09 MAR 2000
OPTIONS:				STK:2320 DLR:02279 ENG:5.7_Liter_V8_MFI			
ERN:AUTO							

08:35 07MAR00 11:47 09MAR00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES POWER ANTENNA AT TIMES DOES NOT GO ALL WAY DOWN.

CAUSE: WEAK POWER ANTENNA MOTOR.

R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE ASSEMBLY

200 W  
 1 10285495 ANTENNA  
 1 FEDEX  
 FC: 40  
 PART#: 10285495  
 COUNT: 2  
 CLAIM TYPE:  
 AUTH CODE:  
 07

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALER TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNED

CUSTOMER COPY



**W. BABYLON CHEVROLET, INC.**

26402

19579



D/WA PALMER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
6311 422-3700

\*INVOICE\*

MANHASSET, NY

PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

SERVICE ADVISOR: 530 PETER DAMTANBAH

TECH	YEAR	MAKE	MODEL	VIN	LICENSE	REG	OUT	ST	TAG
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118285					
DEL DATE	PROD DATE	WARRANTY	EXP	FIN	FIN	RATE	PAYMENT	FIN	DATE
11 FEB 2000				WAIT 29 JUN 00			VARI CASE		29 JUN 2000
OPTIONS: BTK:2320 DLR:02279 ENG:5.7 Liter V8 MPI									
TRN:AUTO									

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES REAR TRUNK LID WILL NOT POP OPEN ALL THE WAY AND IS DIFFICULT TO GRAB AND OPEN COMPLETELY.

CAUSE: SPECIAL ORDERED PART  
MIS SPECIAL ORDERED TRUNK ACTUATOR LATCH

200 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*  
A CUSTOMER STATES TRANSMITTER IN GEP HOLDER DOES NOT WORK AGAIN. PLEASE REPLACE TRANSMITTER AS PER RECORD.

CAUSE: INTERNAL MALFUNCTION OF TRANSMITTER NECESSARY TO REPLACE R4490 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT

LOCK - REPLACE  
200 W (N/C)  
1 10432147 TRANSMITT (N/C)  
FC: 6C  
PART#: 10432147  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
CJ



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYERS MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAS, OE, LUBE	0.00
SMILEY AMOUNT	0.00
MSDC CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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26402

19705

W. BABYLON CHEVROLET, INC.

DINA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 432-8700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

MANHASSET, NY

SERVICE ADVISOR: 200 RICHARD DAHLGREN

VEHICLE IDENTIFICATION NUMBER: 1G1YX32G9Y5118286

BK	00	CHEVROLET CORVETTE	1G1YX32G9Y5118286	9564/9564	T3628
----	----	--------------------	-------------------	-----------	-------

11 FEB 2000		WAIT 06 JUL 00		VARI CASH	06 JUL 2000
-------------	--	----------------	--	-----------	-------------

OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter V8 MFI, TRN:AUTO

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST. STATES THE REAR TRUNK IS HARD TO OPEN S.O.P. IS IN CAUSE: BINDING TRUNK LOCK ACTUATOR N3270 ACTUATOR ASSEMBLY - REPLACE REAR COMPARTMENT LID RELEASE

10 W (N/C)  
 1 16637654 LAT-R/CMP (N/C)  
 FC: 4Q  
 PART#: 16637654  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 QA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B PERFORM 3,000 MILE SERVICE, INCLUDES LUBE, OIL AND FILTER  
 3K PERFORM 3,000 MILE SERVICE INCLUDES LUBE, OIL AND FILTER  
 10 INP  
 1 25010633 OIL FLTR (N/C)  
 7 12345885 OIL 5W30S (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

21991

W. BABYLON CHEVROLET, INC.

DIVA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 422-8700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7069108

SERVICE ADVISOR: 536 RAMON GONZALEZ

PLANT	MODEL	YEAR	VIN	REG	DATE
GM	CHEVROLET CORVETTE	1991	1G1Y32G9Y5118286	14342/14342	T931
DATE	FROM	TO	TYPE	AMOUNT	DATE
11FEB2000	17OCT00	17OCT00	VARI CASH		17OCT2000

OPTIONS: STK:2320 DLR:PALANKER  
ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

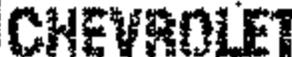
A CUST STATES : THE TRUNK IS HARD TO OPEN AND WILL NOT POP OPEN ALL THE WAY-DIFFICULT TO GRAB AND OPEN COMPLETELY.  
CAUSE: WEAK SPRING PRESSURE TO RAISE THE TRUNK LID. MODIFIED AND ADJUSTED THE TRUNK LATCH.

B5400 LID, REAR COMPARTMENT - ALIGN  
200 W (N/C)  
FC: 6D PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
OL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES : THE TELESCOPIC WHEEL ASSEMBLIES ARE NOT WORKING ON THE DRIVER'S SIDE.  
MIS COMPONENTS NOT OPERATING PROPERLY DUE TO MEMORY 3. (RICH WILL EXPLAIN DETAILS TO THE CUSTOMER)

200 W (N/C)



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C PERFORM 3,000 MILE SERVICE, INCLUDES LUBE,OIL AND FILTER  
3K PERFORM 3,000 MILE SERVICE, INCLUDES LUBE,OIL AND FILTER

200 ISP (N/C)  
1 25010633 OIL FLTR (N/C)  
7 12345885 OIL 5W30B (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	AMOUNT	TOTAL
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
TRAILER AMOUNT		
MSC. CHARGES		
TOTAL CHARGES		
LESS DISCOUNT		
SALES TAX		
PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

26402

21991

W. BABYLON CHEVROLET, INC.



DELA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY

PAGE 2

SERVICE ADVISOR: 536 RAMON GONZALEZ

YEAR MAKE MODEL BODY COLOR

00 CHEVROLET CORVETTE 1G1YY32G9Y5118286 14342/14342 T931

DATE TIME IN DATE TIME IN DATE TIME IN DATE TIME IN

11FEB2000 17OCT00 WAIT 17OCT00 VARI CASH 17OCT2000

PRO OPENED MAINT READY TO GO OPTIONS: STR:2320 DLR:PALANKER

ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

07:44 17OCT00 10:41 17OCT00

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D\*\* COURTESY RENTAL PROVIDED.

CAUSE: COURTESY RENTAL PROVIDED.

Z7901 RENTAL 1 DAY 200 W (N/C)

FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ

FUEL COURTESY RENTAL PROVIDED. (N/C)

PTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*PERFORMED A COURTESY SERVICE WASH\*\*\*\*\*



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPERT MECHANIC'S LENS IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

21151



D/WA PALANCK CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
18311 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

MANHASSET NY

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	EXCISE	REGISTRATION	TAX
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		12913/12915	T361
DEL DATE	PROG. DATE	WARR. EXP.	STORAGE	FINO. DATE	RATE	INVT. DATE
11FEB2000			18:00 13SEP00		VARI CASH	13SEP2000

NO. OF OPEN ENDS: 00 READY: 00 OPTIONS: STK:2320 DLR:PALANCK  
ENG:5.7 Liter V8 MFI TRN:AUTO

07:50 11SEP00 16:22 13SEP00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES : THE LEFT REAR AXLE SEAL IS LEAKING. (\*\*S.O.P.-IN\*\*)  
CAUSE: LEAKING LEFT SIDE REAR AXLE SEAL COVER AND AXLE SEAL. REMOVED  
DIFFERENTIAL ASSEMBLY AND REPLACED AXLE SEAL AND COVER.

F2143 CARRIER ASSEMBLY (COMPLETE) - REPLACE REAR

DIFFERENTIAL

200	W						(N/C)
1	12369460	SEAL					(N/C)
1	12457739	SEAL					(N/C)
2	24207010	SEAL					(N/C)
3	1052271	LUBE					(N/C)
1	1052358	LUBRICAN					(N/C)

FC: 6D

PART#: 12369460

COUNT: 8

CLAIM TYPE:

AUTH CODE: E

VN



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*REMOVED REAR DIFFERENTIAL ASSEMBLY AND REPLACED LEFT SIDE COVER.  
REPLACED SIDE COVER SEAL AND AXLE SEAL. INSTALLED NEW OUTPUT SHAFT  
SEALS AND CLEANED CHASSIS, REINSTALLED DIFFERENTIAL, TESTED, GOOD.

A CUST STATES : THE TRUNK LATCH IS INOPERATIVE, IT POPS, BUT DOES NOT  
OPEN ENOUGH. (\*\*S.O.P.-IN\*\*)

CAUSE: WEAK TRUNK LATCH ACTUATOR ASSEMBLY. REPLACED THE TRUNK LATCH  
ASSEMBLY.

N3270 ACTUATOR ASSEMBLY - REPLACE REAR  
COMPARTMENT LID RELEASE

200 W

1 16637654 LAT-R/CMP

FC: 6D

(N/C)

(N/C)

WEAR STRICTLY CASH UNLESS ARRANGEMENTS MADE -  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LEND IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
REG. CHARGE	
TOTAL CHARGE	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED

CUSTOMER COPY

26402

21151

W. BABYLON CHEVROLET, INC.



DELA PALANKER CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700

\*INVOICE\*

PAGE 2

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET NY

SERVICE ADVISOR: 536 RAMON GONZALEZ

COGR	YEAR	MAKE	MODEL	VIN	PLATE	MIAGE IN/OUT	PAG
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		12913/12915	T361
DEL DATE	PRBK DATE	WARR EXP	WARRANTED	NOVO	RATE	PAYMENT	INV DATE
11FEB2000			18:00	13SEP00	VARI	CASH	13SEP2000

Q.C. ORDER TO: READY: OPTIONS: STK:2320 DLR:PALANKER  
ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

PART#: 16637654  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUST STATES : THERE IS WATER LEAKING INTO THE PASSENGER SIDE ROOF AREA.

MIS SPECIAL ORDERED "TOP WEATHERSTRIPPING"  
200 W  
1 FEDEX

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUST STATE : THE DRIVER'S SEAT BOWTIE FUNCTIONS ARE INOPERATIVE, AND THE MEMORY DOES NOT FUNCTION.

CAUSE: INTERMITTANT OPEN IN THE TELESCOPIC STEERING SENSOR ASSEMBLY. REPLACED AND TESTED, GOOD.

E7123 CONTROL COMPONENTS, TILT/TELESCOPIC  
STEERING COLUMN - REPLACE MOTOR ASSEMBLY  
200 W

(N/C)  
(N/C)

1 26061673 ACTUATOR  
PC: 6D  
PART#: 26061673  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPERIENCED MECHANIC'S LENS IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.

PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SMILET AMOUNT	
MEC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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21151

W. BABYLON CHEVROLET, INC.

D/B/A PALANKER CHEVROLET, INC.
870 W. Montauk Hwy.
W. BABYLON, NEW YORK 11704
(851) 422-3700



\*INVOICE\*

PAGE 3

N.Y.S. REPAIR SHOP # R-7069108

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET NY

Table with columns: COLON, YEAR, MAKE, MODEL, VIN, LICENSE, RELEASE IN/OUT, VAG. Includes vehicle details for CHEVROLET CORVETTE and repair dates.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E CUST STATES : THE PASSENGER SIDE REAR DECK LID IS SCRATCHED FROM THE CONVERTIBLE TOP. CAUSE: FOUND THE REAR DECK LID MISALIGNED. ADJUSTED AND VERIFIED, GOOD. B5400 LID, REAR COMPARTMENT - ALIGN

200 W
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
VP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F\*\* COURTESY TRANSPORTATION PROVIDED. CAUSE: COURTESY TRANSPORTATION PROVIDED. Z7903 RENTAL 3 DAYS

200 W
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL COURTESY RENTAL PROVIDED.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS...

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES...

Table with columns: DESCRIPTION, TOTAL. Lists items like LABOR AMOUNT, PARTS AMOUNT, SUBLET AMOUNT, etc.

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**W. BABYLON CHEVROLET, INC.**

26402

18099

DB/A PALANKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 16311 422-3700



INVOICE\*

PAGE 2

N.Y.S. REPAIR SHOP # R-7069108

MANHASSET, NY

SERVICE ADVISOR: 536 RAMON GONZALEZ

CURR. YR.	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		5406/5410	T8929	
DE. DATE	WARR. DATE	WARR. TO	PROMISED	ACT. NO.	RATE	PAYMENT	REV. DATE
11 FEB 2000			18:00 03 MAY 00		VARI	CASH	03 MAY 2000
E.O. OPENED		READY		OPTIONS			
				STR:2320 DLR:02279 ENG:5.7 Liter V8 MFI			
				TRN:AUTO			
08:50 01 MAY 00		14:56 03 MAY 00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C** COURTEOUSY RENTAL PROVIDED.							
CAUSE: COURTEOUSY RENTAL PROVIDED.							
27903 RENTAL 3 DAYS							
200 W (N/C)							
FC: 98 PART#: COUNT: 0							
CLAIM TYPE:							
ADTH CODE:							
MJ							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE  
 DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!!



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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**W. BABYLON CHEVROLET, INC.**

26402

17895



ONEA PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (811) 422-3700

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PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY  
 HOME:

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	REGISTRATION	TITLE	TAG
		CHEVROLET	CORVETTE	1G1YY32G9Y511B286	4751/4751			T8808
DEL. DATE	REG. DATE	WARR. END	PERM. END	REG. NO.	RATE	PAYMENT	INV. DATE	
11FEB2000		WARR 25APR00			VARI	CASH	25APR2000	
REG. OPENED	READY	OPTIONS	STK:2320 DLR:02279 ENG:5.7 Liter V8 MPI					
07:36 24APR00	17:09 25APR00	TRN: AUTO						
LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A COST STATES: THE ANTENNA IS INOPERABLE.  
 CAUSE: BINDING POWER ANTENNA ASSEMBLY. INSPECTED ALL CONNECTIONS AND  
 GROUNDS AS PER T.A.N. REPLACED THE ANTENNA ASSEMBLY.  
 RD480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE  
 ASSEMBLY

200 W  
 1 10285495 ANTENNA  
 PC: 6D  
 PART#: 10285495  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

(N/C)  
 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!

B\*\* COST STATES : THE DRIVER'S SEAT WORKS & CLICKING NOISE WHEN ACCELERATING HARD.

CAUSE: CUSTOMER WILL RESCHEDULE. MIS NORMAL SEAT PLAY AT THE SEAT ADJUSTER, CUSTOMER WILL RESCHEDULE IF IT BECOMES WORSE.

200 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY !!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LHM IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
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 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SMPL CHARGE	0.00
TOTAL CHARGE	0.00
LESS CRESSUNT	0.00
Sales Tax	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

25019

# W. BABYLON CHEVROLET, INC.

DELA PALANER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(811) 422-3700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY

SERVICE ADVISOR: 536 RAMON GONZALEZ

VEHICLE IDENTIFICATION NUMBER: 1G1YX32G9Y5118286

00 CHEVROLET CORVETTE 1G1YX32G9Y5118286 19028/19028 T479

11 FEB 2000 18:00 30 MAR 01 VARI CASH 30 MAR 2001

OPTIONS: STR:2320 DLR:PALANER

ENG:5.7\_Liter\_V8\_NFI TRN:AUTO

07:40 30 MAR 01 09:23 30 MAR 01

LINE OF CODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES : THE "FUEL GADGE" READS INACURRATE, (\*\* S.O.P. - IN \*\*)  
CAUSE: INTERMITTANT OPEN IN THE RIGHT SIDE FUEL SENDER. REPLACED AND TESTED, GOOD.

L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE 200 W (N/C)

1 88895126 W-MODULE KI (N/C)

FC: 6D

PART#: 88895126

COUNT: 1

CLAIM TYPE:

AUTH CODE: OJ

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

\*\*ADVISE CUSTOMER TO ADD FUEL AND DRIVE VEHICLE \*\*PREVIOUS FUEL READING WAS INCORRECT. \*\*\*RIGHT REAR TIRE IS LEAKING AND NEED TO BE PATCHED\*\*\*



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXCESS MECHANIC'S LIEB IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 13,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SALES TAX	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

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25019

W. BABYLON CHEVROLET, INC.



DB/A PALANKER CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY

SERVICE ADVISOR: 536 RAMON GONZALEZ

BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286	19028/19028	T479
----	----	--------------------	-------------------	-------------	------

11FEB2000	18:00	30MAR01	VAR1	CASH	30MAR2001
-----------	-------	---------	------	------	-----------

OPTIONS: STK:2920 DLR:PALANKER  
 ENG:5.7 Liter V8 MPI TRN:AUTO  
 07:40 30MAR01 09:23 30MAR01

LINE	QTY	DESC	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	-----	------	------	------	-------	------	-----	-------

A CUST STATES : THE "FUEL GAUGE" READS INACURRATE, (\*\* S.O.P. - IN \*\*)  
 CAUSE: INTERMITTANT OPEN IN THE RIGHT SIDE FUEL SENDER. REPLACED AND TESTED, GOOD.

L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE

200 W  
 1 88895126 W-MODULE KI  
 FC: 6D  
 PART#: 88895126  
 COUNT: 1  
 CLAIM TYPE:  
 ALTH CODE:  
 OJ

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00

TOTAL LINE A: 0.00

\*\*ADVISE CUSTOMER TO ADD FUEL AND DRIVE VEHICLE \*\*PREVIOUS FUEL READING WAS INCORRECT. \*\*\*RIGHT REAR TIRE IS LEAKING AND NEEDS TO BE P



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIAISON IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAL, CR, LUBE	0.00
SUBLET AMOUNT	0.00
MSR. CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

24382

# W. BABYLON CHEVROLET, INC.

D/B/A PALANCK CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
8531 422-3700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY

SERVICE ADVISOR: 530 PETER DANIANEAS

PLANT	YEAR	MAKE	MODEL	VIN	LICENSE	REGISTRATION	TAX
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		18020/18020	T560
DATE	TIME	DATE	TIME	DATE	TIME	DATE	TIME
11 FEB 2000		18:00	28 FEB 01			VARI CASH	28 FEB 2001

TIME OPENED	TIME READ	OPTIONS	STK	DLR	PAID	PAYMENT	INV. DATE
07:43 28 FEB 01	08:38 28 FEB 01	ENG:5.7_Liter_V8_MFI TRN:AUTO	2320	PALANCK			
LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES WHEN FUEL TANK IS BETWEEN 1/2 AND 3/4, NEEDLE WILL REGISTER TO "E" AND "LOW FUEL" WILL DISPLAY ON D.I.C.  
CAUSE: SPECIAL ORDERED FUEL PUMP MODULE.

MIS PART IS ON NATIONAL BACK-ORDER. CUSTOMER WILL BE NOTIFIED WHEN PART ARRIVES.  
200 W  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

(N/C)

TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B\*\* PERFORM 3,000 MILE SVC.  
3K PERFORM 3,000 MILE SVC.  
200 ISP  
7 12345885 OIL 5W30S  
1 25010633 OIL FLTR

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 TOTAL LINE B: 0.00



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LIQS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LIEN DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

August 2, 2001

[REDACTED]  
Manhasset, NY [REDACTED]

Request: C05022222

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 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,

Caralecia Oliver  
Customer Relationship Manager

MN0001-T/mrk



08-16-01P06:25 RCVD  
08-16-01P02:01 RCVD



Carole's Glen Customs Relationship Manager  
General Motor Corp. - MSX International  
1464 John A. Papales Drive  
Linden Park, NY 11558  
11/15/1960

Let 11<sup>th</sup> Aug 2001

Dear Mrs. Oliver

Have a nice day!

Let me respond to your letter of 7/3/01 -

Your suspect of a fund inspection is totally unacceptable to me!

First of all how could there be a FUND PROSPECTOR on my car which has a major problem just about everywhere. As of the date there are three parts on backorder that need to be replaced!

If one of your dealers inspects ~~the~~ my car now he will find 3 parts which need ~~to~~ replacing.

NEED to say that who knows what will happen next week.

— (11/32)

Page 2  
Don't you think that is a little  
unusual for a NEW car to return to the  
dealer so frequently!

I am asking you to make an exception  
in my case - If you do not want to replace  
my car - (a car which I feel is totally  
wrong) - then please have the courtesy to  
extend my warranty to 7 yrs or 70,000 miles

After all if you're not going to replace  
my defective car - you should at least  
warranty it for my time of ownership.

I was just informed yesterday by a mechanic  
that the car needs replacing (this  
was due to a factory problem when the car  
→

• Day (3)

us being built.

When you stated in your letter that you want to schedule a FINAL REPAIR - how can there be a final repair on my car when (3) parts are on backorder, there is a best way and I seem to visit one of your dealerships about 3-4 times a month.

THIS CAR IS NOT SAFE!!

There is no such thing as a final repair!  
I should at least be compensated for lost time at work - 36 days! -

• I would appreciate your returning my warrants if you are not going to be

~~Page 4~~  
anything else.

You don't seem like you are going to  
replace a defective car - so at least  
have the common courtesy to warranty  
a problematic car which your company  
seems to have sold me!

I know it is not a fault of yours or  
your factory -

Perhaps I just got a LEMON!!

Respectfully,





**GMC**

July 31, 2001

Manhasset, NY

Request Number: 05022222  
VIN: 1G1YY32G9Y5118286

Dear

Thank you for your recent correspondence dated July 15, 2001, regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Per our conversation on July 31, 2001, we attempted to set up a scheduled repair attempt at Performance Chevrolet in East Meadow, New York. At that time, you advised me that you are refusing the final repair and have decided to pursue this matter further.

If you have any further questions, please contact me at 1-800-231-1841 extension 57673 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Caralocia Oliver  
Customer Relationship Manager

08-21-01P03:40 RCVD

08-30-01 P12:36 RCVD



DAVIN WRIGHT  
DIRECTOR - CUSTOMER + Relationship  
SERVICES  
CHEVROLET MOTOR DIVISION  
P.O. BOX # 10054  
TOLEDO, OHIO 43699-0054

Monday 16<sup>th</sup> July 2001

Good morning Mr Wright!!

I hope that you have a nice day!

PLEASE HELP ME!!

I AM SCARED TO DEATH  
TO DRIVE THIS CAR!!

Thank you, Respectfully,  


Sunday 15<sup>th</sup> July 2001

Attn: Holly Zetter

Customer Relationship Manager

Chevrolet Division

General Motors Division

P.O. Box # 33170

Detroit, Michigan 48232-5170

**\* PLEASE HELP  
ME \***

→ OVER

Sunday 15<sup>th</sup> July 2001

Good morning, Pa Zetter!!

I hope this letter finds you +  
your family well!

We have been in contact in the past  
regarding my 2000 - Couette. As you can  
see by my letters, serious issues, +  
constantly repairing my Couette - I have  
had nothing but aquisition on returning  
to the dealer approx. 50 times since I  
purchased my car in Feb of 2000.

Since our last correspondence letter  
Dec 21, 2000 - I have returned to the  
dealer approx. 18 more times. - As you?

by the attached invoice, service reports, bills  
for parts which I paid for out of my own  
pocket - + copies of bills from service  
stations where I had to bring my car  
because NONE of your dealers could fix  
my car - only the particular Shell service  
station!

## NOW MY PROBLEM

As you can see from my latest visit to  
one of your dealers for service - the particular  
problem CANNOT be tolerated. I was  
ALMOST KILLED LAST WEEK  
DRIVING MY 2000 CORVETTE!!

I have been reasonable over the past year

Page 3

with all my car problems - you have been very  
kind to me - HOWEVER - PLEASE READ  
THIS CAREFULLY!!

I was driving on one of the parkways on  
Long Island, New York approx. 55-60 M.P.H.  
when suddenly my steering wheel & column  
LOCKED UP!! I COULD NOT STEER  
MY CAR AT ALL - THE WHEEL COULD  
NOT MOVE AT ALL - IT WAS AS THE  
CAR WAS PARKED! - I WAS SCARED  
TO DEATH! - I HAD TO SLOW DOWN  
WITH MY FLASHERS ON! - CONSTANTLY  
AVOIDING CARS & TRUCKS! - I HAD  
ABSOLUTELY NO CONTROL OF MY

(PARK) CARS AND TRUCKS WERE FLYING  
BY ME TRYING IN VAIN NOT TO HIT  
ME! - THANK GOD!! - IT TOOK ME  
ABOUT 20 TERRIFYING MINUTES TO  
BRING MY CAR TO A COMPLETE STOP  
ON A VERY BUSY PARKWAY!

AS I WAS COMING TO A STOP (I  
WAS GOING ABOUT 5-10 M.P.H. OFF OF AN  
EXIT RAMP - I ALMOST KILLED A  
LITTLE GIRL ON A BICYCLE - HAD  
IT NOT BEEN FOR A PASSING MOTORIST  
& ME HONKING MY HORN - & YELLING  
AT THE TOP OF MY LUNGS - I WOULD  
HAVE KILLED HER!! MY CAR



Page 8

EVENTUALLY CAME TO A STOP! THANKFULLY!  
I WAS TOWED ABOUT 2 1/2 BLOCKS TO A  
GAS STATION TO GET MYSELF & MY  
CAR OUT OF THE WAY OF THE ONCOMING  
TRAFFIC! I WAS PINNED IN MY CAR  
FOR ABOUT 1 HOUR BEFORE HELP  
ARRIVED!!

IT WAS EVENTUALLY TOWED TO  
PERFORMANCE CHEVROLET!

I DON'T KNOW WHAT ELSE TO  
SAY TO YOU MR. ZETTER!

I really don't feel safe in the car at  
all anymore! Everytime I start it up

~~page~~  
I pray that I arrive alive wherever I'm  
going!

WHAT CAN YOU DO FOR ME!

Before I contact my attorney, I would  
like to resolve this matter respectfully & with  
your help, maybe? we can!

This would save us both legal costs, with  
your attorney & yours!

Obviously from my past letters & all your  
correspondence my case seems a little out of  
the ordinary - Have you ever heard of a  
NEW CAR returning to a dealer about 60 times  
& the last problem almost KILLED ME!



~~Sup~~

I WOULD LIKE THIS CAR REPLACED  
WITH A NEW ONE!!

IF YOU HAVE A 2000 CORVETTE -  
EXACTLY LIKE MINE - I WOULD  
SETTLE FOR THAT -!!

I AM NOT LOOKING FOR A NEW  
CAR - OR A MONETARY SETTLEMENT -  
I JUST WANT A 2000 CORVETTE  
THAT IS SAFE - EXACTLY THE ONE  
I PURCHASED - WHICH I SAVED MY  
WHOLE LIFE FOR! (I PAID CASH FOR  
THIS CAR)!!

I really don't know if you could redig  
→

Page ①  
what my life has been like ever since I  
purchased this car. It has been nothing  
but a night mare - I can't even sleep  
nite! I'm deathly afraid to drive my  
Couette!

If you want ~~to~~ come to return the car -  
JUST REFUND my money - and I  
PROMISE I will buy a new 2001 - Couette!  
PLEASE HELP ME (No Jitters!)  
You have always been nice + respectful!  
I can be reached at:

  
I anxiously await your ~~reply~~ reply!  
All the best to you + your family!  
Respectfully, 

Log #9

1.0

I would greatly appreciate your  
reimbursement of the attached repair bill -  
I had to have my car towed to Mike  
Garden City Shell - in Westbury, New York.

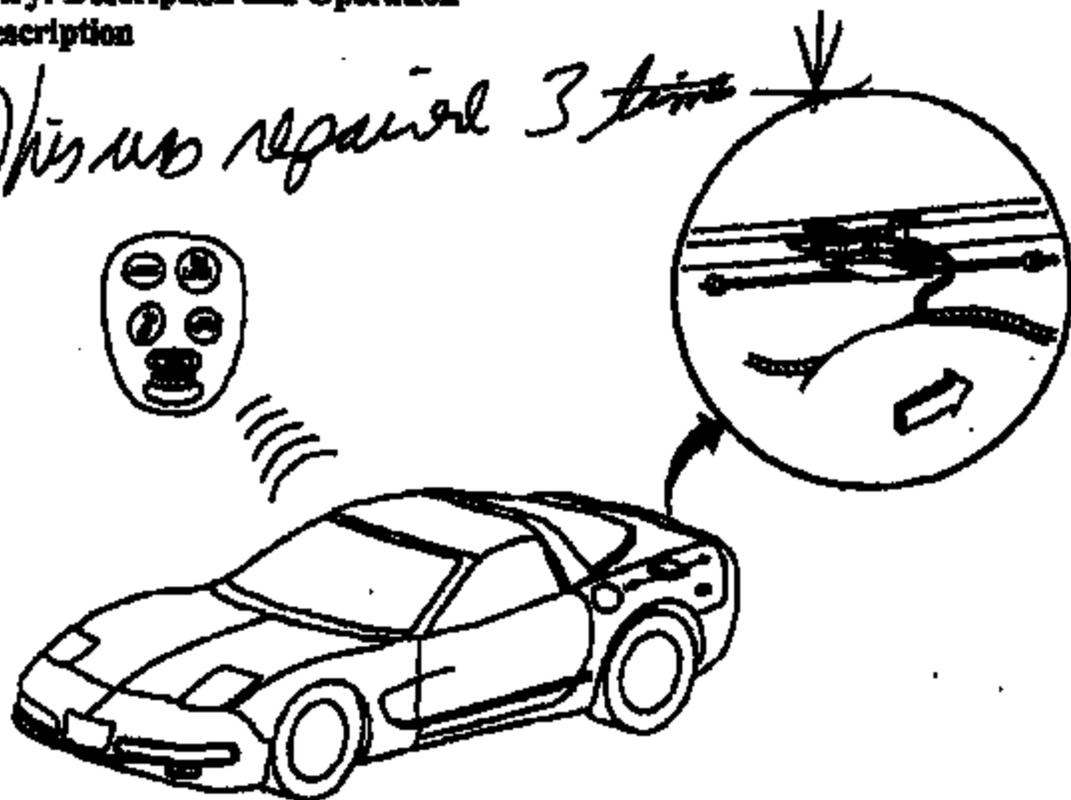
As you can see by the attached ~~invoice #32784~~  
from North Bay Towing - I was towed to  
Mike's Garden City Shell - This was the closest  
dealer with the belt that my car needed!!  
I asked Mike's Garden City Shell for a copy of  
the bill for the part so I could show  
you that I was honorable & telling you  
the truth!!

Thank you,

## Keyless Entry: Description and Operation

### General Description

*\* This is repaired 3 times*



The Remote Function Actuation (RFA) system performs the following functions:

Transmitter remote control of various vehicle systems without physical contact of any switches on the vehicle

- Lock and unlock the both doors
- Turn the panic alarm ON or OFF
- Arm or disarm the theft deterrent system
- Hatch or trunk release
- Vehicle lamp control (approach, courtesy)
- Activate memory features (with memory option only)

^ The Tire Pressure Monitoring (TPM) system functions. Refer to Tire Pressure Monitor System Description.

The RFA system consists of a transmitter located on the operator's key fob, and a receiver (with an integral antenna) located over the LR wheelhouse. The receiver is capable of recognizing three transmitter codes. The RFA system does not directly control its functions, but relies on other systems in order to perform the transmitter's commands. The receiver receives and transmits various information from the following systems in order to perform specific functions.

- ^ The Body Control Module (BCM) - in order to provide Theft Deterrent, hatch release, horn, and vehicle illumination control features.
- ^ The Door Control Module (DCM) - in order to provide all door lock and memory mirror functions.
- ^ The Seat Control Module (SCM) - in order to provide memory seat features.
- ^ The Instrument Panel Cluster (IPC) - in order to provide RFA system programming, display and vehicle personalization functions.

When the RFA system receives a command from a transmitter, a message is sent via the serial data line to the system module capable of performing the needed function.

The RFA system is intended to be used as a supplementary to the vehicles conventionally operated lock/unlock system. It is not intended to replace, but should be used in conjunction with the door lock key. The system could disable due to radio frequency interference or a low transmitter battery. Therefore, always maintain vehicle access with a door key.

Copies of Repair  
Orders to Follow



# PERFORMANCE CHEVROLET



2530 MIDWATER TURNPIKE  
EAST MEADOW, NEW YORK 11834  
SALES (516) 579-4480 SERVICE (516) 579-4480 FAX (516) 579-4783 PARTS (516) 579-4466  
www.performancechevrolet.com

ACCOUNT NO. <b>14903</b>	SALES REP. <b>WILLIAM CHRISTIAN</b>	SALES NO. <b>630</b>	SALES OFF. <b>505</b>	DATE SOLD <b>07/09/01</b>	INVENTORY NO. <b>CYC538161</b>
ADDRESS <b>MANHASSETT, NY</b>	LABOR RATE	SALES TAX <b>23,655</b>	COLOR <b>BLACK/</b>	STOCK NO.	STOCK NO.
PHONE NO. <b>516-827-2436</b>	VEHICLE MAKE <b>00/CHEVROLET/CORVETTE/2 DOOR CONVERT</b>	VEHICLE YEAR	VEHICLE MAKE	STOCK NO.	STOCK NO.
PHONE NO. <b>516-902-0804</b>	VEHICLE NO. <b>1G1YY32G9Y5118286</b>	VEHICLE YEAR	VEHICLE MAKE	STOCK NO.	STOCK NO.
	VEHICLE TYPE	VEHICLE YEAR	VEHICLE MAKE	STOCK NO.	STOCK NO.
			DATE SOLD <b>07/06/01</b>		
					MO: 23659

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 1</b> ELECTRONIC TOM TO SHOP ROADSIDE ASSIST TOM TO SHOP			TECH(S):644		
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	
<b>JOB # 2</b> 50CVZ ELECTRICAL BODY WORK CUST STATES SERVICE COLUMN LOCK WARNING IN ON AND STEERING WHEEL LOCKED CANNOT STEER VEHICLE VERIFIED STEERING LOCKED REMOVED COLUMN TRIN / REPLACED STEERING COLUMN LOCK ACTUATOR REFTT TRIN CLEAR COMPUTER ROADTEST OK			TECH(S):644		
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 2</b> LOCK 2.195 E	1	2888980			
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SALES TAX	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

AT PERFORMANCE CHEVROLET OUR PERSONNEL'S AID IS TO SATISFY OUR CUSTOMERS NEED FOR SERVICE AND PARTS. WE ARE A GOODWRENCH SERVICE PLUS DEALER.  
NEW HOURS OF OUR SERVICE DEPT. ARE:  
MON - FRI 7:30 AM - 6:30 PM  
SAT 8:00 AM - 1:00 PM  
THANK YOU FROM THE ENTIRE SERVICE STAFF AT PERFORMANCE CHEVROLET  
NOTE: PARTS MARKED WITH AN \*\* HAVE A LIMITED LIFETIME WARRANTY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

CUSTOMER SIGNATURE \_\_\_\_\_

(copy)

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES NOT TO INDEMNIFY ANY OTHER PERSON TO WHOM FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. (SEE BACK)

LABOR AND PARTS ARE GUARANTEED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.



Thank you  
for this opportunity to serve you.  
HYD-OLY 100 WGT. HO. 700000





**Auto Care**

**MIKE'S GARDEN CITY SHELL**

427 OLD COUNTRY RD  
WESTBURY, NY 11590

TELEPHONE: (516) 334-8783

N.Y.S. Reg. Rep. No. R 7075806

repair order

№ 21726

*[Redacted]*  
**MANHASSET, NY**

*[Redacted]*  
**3/13/01**

YOUR BEST SERVICE HERE OR CONSUMER COMPLAINT  
DATE OF SERVICE DATE  
MILEAGE IN  
MILEAGE OUT  
M.I. #

QTY	PART NUMBER - DESCRIPTION PART CODE - N-Item U-Used R-Return	PART PRICE	CAR SERVICE ORDER	PRODUCT PRICE	LABOR ACCOUNT
	<b>FAN BELT - SERPENTINE</b> 12398078	62.57	<input type="checkbox"/> OIL <input type="checkbox"/> FILTER <input type="checkbox"/> AIR <input type="checkbox"/> TRANSMISSION <input type="checkbox"/> DIFFERENTIAL <input type="checkbox"/> TUNE UP <input type="checkbox"/> BRAKE CONTROL <input type="checkbox"/> WAXES <input type="checkbox"/> WHEEL SERVICE <input type="checkbox"/> TIRE <input type="checkbox"/> SHOCK ADJUSTMENT <input type="checkbox"/> COOLING SYSTEM <input type="checkbox"/> AIR CONDITIONING SERVICE <input type="checkbox"/> BATTERY <input type="checkbox"/> POWER STEERING <input type="checkbox"/> LIGHTS		
	<b>EMERGENCY TOW</b>				
	<b>LABOR TO DIAGNOSE &amp; REPLACE SERPENTINE BELT</b> #12398078 TOW CHARGE 1/2 MILE - INCLUDE TOW-UP				88.00 56.75

TOTAL PARTS (Transfer to Invoice Sheet)

PARTS	LABOR	TOW	TAX	REMOVED BY	TOTAL PRODUCTS
					88.00
					56.75
					144.75

**PAID IN FULL**  
**CASH**

The independent SHELL Dealer network claims to estimate by use of persons the needed damaged services and repairs. It does not guarantee or warrant any work or estimate. The customer is advised that the customer should always call and inspect the estimate before the repair. An estimate is not valid until the customer has signed the estimate. It is also understood that you will not hold SHELL liable for loss or damage to you or articles in or on your car, truck or any other items beyond your control.

Checkmate problems discussed and advise use of work needed  
 Do not want replaced parts  Return replaced parts, except those returned to supplier for credit

ENCLOSURE  
 In Person  By phone  
 Super  Regular



26402

22776

W. BABYLON CHEVROLET, INC.

DELA PALANKER CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700



\*INVOICE\*

MANHASSSET, NY

PAGE 1

N.Y.S. REPAIR SHOP # R-7066108

SERVICE ADVISOR: 536 RAMON GONZALEZ

PLANT	YEAR	MAKE	MODEL	VIN	LICENSE	SALEAGE	W/O	TR	TAG
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		15949/15949			T475
REG. DATE	REG. DATE	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY
11FEB2000				18:00	29NOV00	VARI	CASH		29NOV2000

REG. OWNER: READY  
OPTIONS: STK:2320 DLR:PALANKER  
ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

07:40	29NOV00	09:54	29NOV00	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
-------	---------	-------	---------	------	--------	------	------	-------	------	-----	-------

A CUST STATES : THE ANTENNA IS BINDING GOING DOWN. STAYS UP ABOUT 1" TO 2"

CAUSE: BINDING ANTENNA CAP. REPLACED THE POWER ANTENNA CAP NUT.

R0410 ANTENNA COMPONENTS - REPLACE  
ESCUTCHEON/GUIDE

200 W  
1 88896816 O-RING  
1 16637696 F-SPR-R/LAT  
FC: 6D  
PART#: 88896816  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
OL

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES : TRUNK LID DOES NOT OPEN ALL THE WAY. \*\*S.O.P.-IN \*\*  
CAUSE: WEAK ANTENNA LATCH SPRING. REPLACED THE TRUNK LATCH SPRING.

B5500 LOCK, REAR COMPARTMENT LID - BAR OR REPLACE

200 W  
FC: 6D PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
CJ

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAS, OR, LIME	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

FORM 10

CUSTOMER COPY

COPY

26402

30978

W. BABYLON-CHEVROLET, INC.

DINA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7069108

MANHASSET, NY

SERVICE ADVISOR: 530 PETER DAMIANAS

COLOUR	YEAR	MAKE/MODEL	VIN	MI	MILEAGE	PLANT	YAG
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		12248/12248		T226

DEL. DATE	PROD. DATE	WARRANTY EXP.	FROM	TO	FOUND	DATE	PAID	DATE
11FEB2000			WAIT 31AUG00				VARI CASH	31AUG2000

OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter V8 MFI  
TRN:AUTO  
07:44 31AUG00 09:41 31AUG00

LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THERE IS A FLUID LEAK COMING FROM LEFT REAR AXLE SHAFT SEAL							

CAUSE: SPECIAL ORDERED PART  
MIS SPECIAL ORDERED AXLE SHAFT SEALS  
200 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*  
B CUSTOMER STATES TRUNK LID WILL NOT OPEN ENOUGH TO ALLOW FOR CUSTOMER TO LIFT TRUNK LID.  
CAUSE: SPECIAL ORDERED PART  
MIS SPECIAL ORDERED TRUNK LID SPRIN/LATCH ASSEMBLY  
200 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DISCOUNTS	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOE CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

2 2 5 6 2



DELA PALANCK CHEVROLET, INC.

870 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(516) 422-8700

N.Y.S. REPAIR SHOP # R-7088108

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 530 PETER DAMIANAS

MANHASSET, NY  
HOME: [REDACTED]

BUS:

~~ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE BY THE FOLLOWING DATE AND AUTHORITY~~

BK 00 CHEVROLET CORVETTE 1G1YV32G9Y5118286 15480/15480 T336

~~DATE: [REDACTED] BY: [REDACTED] AUTHORITY: [REDACTED]~~

11FEB2000 WAIT 14NOV00 VARI CASH 14NOV2000

OPTIONS: STK:2320 DLR:PALANCK  
ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

07:44 14NOV00 10:00 14NOV00

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WATER IS LEAKING ON DRIVER'S SIDE...SPECIAL ORDERED

PART IS IN.  
CAUSE: DEFORMED CONVERTIBLE TOP REAR HORIZONTAL WEATHERSTRIP.  
C1012 WEATHERSTRIP - ALIGN OR REPLACE ROOF FRONT  
200 W (N/C)  
1 10236329 W/STR-WDO (N/C)  
1 10415919 P-W/STR-WDO (N/C)

FC: 4N  
PART#: 10236329  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE: B  
BV

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

\*\*\*NECESSARY OIL DUE TO REPLACEMENT OF VERTICAL REAR WEATHERSTRIP, CONVERTIBLE TOP.

B CUSTOMER STATES REAR TRUNK LID W/ [REDACTED] CAUSE: SPECIAL ORDERED PART

MIS SPECIAL ORDERED TRUNK SPRING [REDACTED] BULLETIN #73-10-58  
200 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COPY

WEAR: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPERIENCED MECHANIC'S USE IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREFOR.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAL. OR. LINE	0.00
GROSS AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	



**W. BABYLON CHEVROLET, INC.**

26402

22357



D/B/A PALANKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

MANHASSET, NY

HOME:

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

PLANT	YEAR	MAKE	MODEL	VIN	STOCK #	PRICE	DATE
BK	00	CHEVROLET	CORVETTE	1G1YX3209Y5118286		15000/15000	T171
11FEB2000				18:00 01NOV00		VARI CASH	01NOV2000

OPTIONS: STR:2320 DLR:PALANKER  
 ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COST STATES : WHEN OPENING THE TRUNK WITH THE REMOTE, TRUNK LID OPENS TO THE POINT WHERE YOU CANNOT PLACE YOUR FINGERS UNDERNEATH LID TO OPEN. OPENING IT FROM THE INSIDE.....

CAUSE: OLH NECESSARY DUE TO HAVING TO DIAGNOSE THE INTERMITTANT OPENING OF THE TRUNK LID. REPLACED THE REAR SUPPORTS FOR THE TRUNK.

85457 SUPPORT, REAR COMPARTMENT LID AND/OR TAILGATE/LIFTGATE COUNTERBALANCE (GAS TUBE)  
 - REPLACE BOTH  
 10 W

FC: 6D PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: E

OL

(N/C)

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

B .....RELEASE BUTTON, (TRUNK RELEASE ON DASH), IT NEVER HAPPENS. PLEASE ADVISE.

CAUSE: RELATED TO LINE "A"  
 MIS RELATED TO LINE "A"

10 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*CASE # 4311277 BULLETIN NUMBER 73-10-58 \*\*\*

COPY

THROUGH STRICTLY CASH LINES ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LEND IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREIN. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.

PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LIQ	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



**W. BABYLON CHEVROLET, INC.**

26402

16871

\*INVOICE\*



DIRA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700

MANHASSET, NY  
HOME:

BUS:

PAGE 7

N.Y.S. REPAIR SHOP # R-7089108

SERVICE ADVISOR: 530 PETER DAMIANAS

YEAR	MAKE	MODEL	VIN	STOCK	PRICE	REG. TAX
00	CHEVROLET	CORVETTE	1G1YY32G9Y5118285		2112/2112	T614
11 FEB 2000			WAIT 07 MAR 00		VARI CASH	09 MAR 2000
OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter V8 MPI TRN:AUTO 08:35 07 MAR 00 11:47 09 MAR 00						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A CUSTOMER STATES POWER ANTENNA AT TIMES DOES NOT GO ALL WAY DOWN.  
 CAUSE: WEAK POWER ANTENNA MOTOR.

R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE ASSEMBLY

200 W  
 1 10285495 ANTENNA (N/C)  
 1 FEDEX (N/C)  
 FC: 40 (N/C)  
 PART#: 10285495  
 COUNT: 2  
 CLAIM TYPE:  
 AUTH CODE:  
 07

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
TRIPLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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**W. BABYLON CHEVROLET, INC.**

26402

17230

\*INVOICE\*



DEVA PALANKER CHEVROLET, INC.

870 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(516) 422-8700

N.Y.S. REPAIR SHOP # R-7088108

PAGE 1

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET, NY  
HOME:

BUS:

\*\*\*\*\*

BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286	3093/3093	T852
----	----	--------------------	-------------------	-----------	------

DATE: 11FEB2000

WAIT 23MAR00 VARI CASH 23MAR2000

OPTIONS: STR:2320 DLR:02279 ENG:5.7 Liter V8 MPI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES: THE ANTENNA IS BINDING AT TIMES. DOES NOT GO ALL THE WAY DOWN.

CAUSE: BINDING POWER ANTENNA ASSEMBLY. REPLACED THE POWER ANTENNA ASSEMBLY. (CONVERTIBLE) TESTED AND VERIFIED, GOOD.

R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE ASSEMBLY

200 W (N/C)  
1 10285495 ANTENNA (N/C)

FC: 6D  
PART#: 10285495  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OL



PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!

COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LEND IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, DL, LUBE	0.00
WASHER AMOUNT	0.00
MSDC CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

19579

\*INVOICE\*



DE/A PALANKEN CHEVROLET, INC.

870 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(831) 422-8700

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 530 PETER DAMIANAS

DATE: 11 FEB 2000 TIME: 08:44

PLATE: 9091/9091 MAKE: CHEVROLET MODEL: CORVETTE VIN: 1G1YY32G5Y5118286

DATE: 11 FEB 2000 TIME: 14:18

PLATE: 9091/9091 MAKE: CHEVROLET MODEL: CORVETTE VIN: 1G1YY32G5Y5118286

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:44	29JUN00			14:18	29JUN00		

A CUSTOMER STATES REAR TRUNK LID WILL NOT POP OPEN ALL THE WAY AND IS DIFFICULT TO GRAB AND OPEN COMPLETELY.

CAUSE: SPECIAL ORDERED PART  
 MIS SPECIAL ORDERED TRUNK ACTUATOR LATCH  
 200 W (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES TRANSMITTER IN GIP HOLDERS NOT WORK AGAIN. PLEASE

REPLACE TRANSMITTER AS PER REQUIRED. CAUSE: INTERNAL MALFUNCTION OF TRANSMITTER NECESSARY TO REPLACE

R4490 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE  
 200 W (N/C)  
 1 10432147 TRANSMITT (N/C)  
 FC: 6C  
 PART#: 10432147  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ



COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
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IF YOU ARE NOT COMPLETELY  
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 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. OIL. LUBE	0.00
SALE TAX	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

21991



D/B/A PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 432-3700

\*INVOICE\*

PAGE 2

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY  
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	PRICE	SALES TAX	TITLE	
	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286	14342/14342	T931		
DEL DATE	TRD. DATE	WARR. EXP.	P. J. PROMISE	RATE	PAYMENT	DATE	
11FEB2000			WAIT 17OCT00	VARI CASH		17OCT2000	
OPTIONS: BTK:2320 DLR:PALANKER ENG:5.7 Liter V8 MPI TRN:AUTO							
07:44	17OCT00	10:41	17OCT00				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

D\*\* COURTESY RENTAL PROVIDED.  
 CAUSE: COURTESY RENTAL PROVIDED.  
 E7901 RENTAL 1 DAY

200 W  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MJ

(N/C)

SUBL COURTESY RENTAL PROVIDED.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE D:

(N/C)  
 0.00

\*\*PERFORMED A COURTESY SERVICE WASH



*copy*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING. INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
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 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
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IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	AMOUNT	TOTAL
LABOR AMOUNT	0.00	
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGE	0.00	
TOTAL CHARGE	0.00	
LESS DISCOUNT	0.00	
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT		0.00

**W. BABYLON CHEVROLET, INC.**

26402

19705

\*INVOICE\*



W. BABYLON CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 422-3700

MANHASSET, NY

PAGE 1

N.Y.S. REPAIR SHOP # R-7068106

HOME: [REDACTED] US:

SERVICE ADVISOR: 200 RICHARD DAHLGREN

VEHICLE MAKE: CHEVROLET VEHICLE MODEL: CORVETTE VIN: 1G1YY32G9Y5118286

PK 00 CHEVROLET CORVETTE 1G1YY32G9Y5118286 9564/9564 03628

DEL DATE: 11 FEB 2000 PROD DATE: WARR EXP: WAIT 06 JUL 00 PROMISED: VARI CASH 05 JUL 2000

11 FEB 2000 WAIT 06 JUL 00 VARI CASH 05 JUL 2000

REG: [REDACTED] READY: [REDACTED] OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter\_VB\_MFI TRM:AUTO

07:36 06 JUL 00 09:09 06 JUL 00

LINE	GPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COST. STATES THE REAR TRUNK IS HARD TO OPEN S.O.P. IS IN CAUSE: BINDING TRUNK LOCK ACTUATOR

N3270 ACTUATOR ASSEMBLY - REPLACE REAR COMPARTMENT LID RELEASE

10 W

1 16637654 LAT-R/CMP

FC: 40

PART#: 16637654

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OA

(N/C)  
(N/C)

*copy*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B PERFORM 3,000 MILE SERVICE, INCLUDES LUBE, OIL AND FILTER

3K PERFORM 3,000 MILE SERVICE INCLUDES LUBE, OIL AND FILTER

10 INP

1 25010633 OIL FLTR

7 12345885 OIL 5W30S

**CHEVROLET**

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SALES TAX	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

21151

W. BABYLON CHEVROLET, INC.

O/EIA PALANKER CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(851) 423-3700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

MANHASSET NY  
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/NO. DUTY	TAG
BK	00	CHEVROLET CORVETTE	1G1YK32G9Y5118266		12913/12915	T361
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	FINO	STATE	APAYMENT
11FEB2000		18:00	13SEP00		VARI CASH	13SEP2000

NO. OPEN: [REDACTED] READY: [REDACTED] OPTIONS: STR:2320 DLR:PALANKER  
ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES : THE LEFT REAR AXLE SEAL IS LEAKING. (\*\*S.O.P.-IN\*\*)  
CAUSE: LEAKING LEFT SIDE REAR AXLE SEAL COVER AND AXLE SEAL. REMOVED  
DIFFERENTIAL ASSEMBLY AND REPLACED AXLE SEAL AND COVER.  
P2143 CARRIER ASSEMBLY (COMPLETE) - REPLACE REAR  
DIFFERENTIAL

- 200 W
- 1 12369460 SEAL
- 1 12457739 SEAL
- 2 24207010 SEAL
- 3 1052271 LOBE
- 1 1052358 LUBRICAN
- FC: 6D
- PART#: 12369460
- COUNT: 8
- CLAIM TYPE:
- AUTH CODE: E
- VN

(N/C)  
(N/C)  
(N/C)  
(N/C)  
(N/C)  
(N/C)

COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*REMOVED REAR DIFFERENTIAL ASSEMBLY AND REPLACED LEFT SIDE COVER.  
REPLACED SIDE COVER SEAL AND AXLE SEAL. INSTALLED NEW OUTPUT SHAFT  
SEALS AND CLEANED CHASSIS, REINSTALLED DIFFERENTIAL, TESTED, GOOD.

B CUST STATES : THE TRUNK LATCH IS INOPERATIVE, IT POPS, BUT DOES NOT  
OPEN ENOUGH. (\*\*S.O.P.-IN\*\*)  
CAUSE: WEAK TRUNK LATCH ACTUATOR ASSEMBLY. REPLACED THE TRUNK LATCH  
ASSEMBLY.

- N3270 ACTUATOR ASSEMBLY - REPLACE REAR  
COMPARTMENT LID RELEASE
- 200 W
- 1 16637654 LAT-R/OMP
- FC: 6D

(N/C)  
(N/C)

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPERT MECHANIC'S LENS IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SMILET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

21151



DEVA PALANKER CHEVROLET, INC.

670 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(851) 422-8700

N.Y.S. REPAIR SHOP # R-7089108

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET NY

HOME:

BUS:

COLOR	PLAN	MAKE/MODEL	VIN	MODEL	MSRP/ACTUAL	TAX
-------	------	------------	-----	-------	-------------	-----

BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		12913/12915	T361
----	----	--------------------	-------------------	--	-------------	------

DIL DATE	PROD DATE	WARR EXP	PROMISED	RD NO	RATE	PAYMENT	WVC DATE
----------	-----------	----------	----------	-------	------	---------	----------

11FEB2000			18:00 13SEP00		VARI	CASH	13SEP2000
-----------	--	--	---------------	--	------	------	-----------

A.C. CODE	READY	OPTIONS: STR:2320 DLR:PALANKER
-----------	-------	--------------------------------

07:50 11SEP00	16:22 13SEP00	ENG:5.7_Liter_V8_MFI TRN:AUTO
---------------	---------------	-------------------------------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

PART#: 15637654

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

*copy*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*  
 C CUST STATES : THERE IS WATER LEAKING IN ON THE PASSENGER SIDE ROOF AREA.

MIS SPECIAL ORDERED "TOP WEATHERSTRIPPING"  
 200 W  
 1 FEDEX

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*  
 D CUST STATE : THE DRIVER'S SEAT POWER FUNCTIONS ARE INOPERATIVE, AND THE MEMORY DOES NOT FUNCTION.

CAUSE: INTERMITTANT OPEN IN THE TELESCOPIC STEERING SENSOR ASSEMBLY. REPLACED AND TESTED, GOOD.

E7123 CONTROL COMPONENTS, TILT/TELESCOPIC  
 STEERING COLUMN - REPLACE MOTOR ASSEMBLY  
 200 W

(N/C)  
(N/C)

1 26061673 ACTUATOR  
 FC: 6D  
 PART#: 26061673  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYERS MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SMILET AMOUNT	
MGIC CHARGE	
TOTAL CHARGE	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

21151



W.B.A. PALANKER CHEVROLET, INC.

670 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(516) 422-3700

N.Y.S. REPAIR SHOP # R-7088108

\*INVOICE\*

PAGE 3

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET NY  
HOME: [REDACTED]

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	STOCK NO.	TRUCK	
BK	00	CHEVROLET CORVETTE	1G1YY32G9V5118286		12913/12915	T361	
DEL DATE	PROO DATE	WARR EXP	PROCESSED	POINT	RATE	PAYMENT	RV DATE
11FEB2000		18:00	13SEP00		VARI	CASH	13SEP2000
LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E CUST STATES : THE PASSENGER SIDE REAR DECK LID IS SCRATCHED FROM THE CONVERTIBLE TOP.  
CAUSE: FOUND THE REAR DECK LID MISALIGNED. ADJUSTED AND VERIFIED, GOOD.  
B5400 LID, REAR COMPARTMENT - ALIGN

200 W  
FC: 3A PART#: COUNT: 0  
CLAIM TYPE:  
ALPH CODE:  
VP



(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F\*\* COURTESY TRANSPORTATION PROVIDED  
CAUSE: COURTESY TRANSPORTATION PROVIDED  
Z7903 RENTAL 3 DAYS

200 W  
FC: 9B PART#: COUNT: 0  
CLAIM TYPE:  
ALPH CODE:  
MJ

(N/C)

SUBL COURTESY RENTAL PROVIDED.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIR THEREOF.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

25402

18099

DIVA PALANKER CHEVROLET, INC.

670 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

18311 422-3700

N.Y.S. REPAIR SHOP # R-7089108

INVOICE\*



PAGE 2

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET, NY  
HOME: [REDACTED]

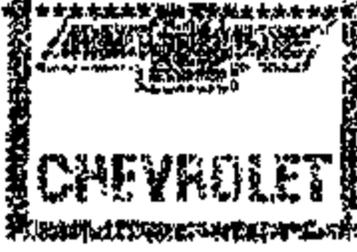
BUS:

YEAR	MAKE/MODEL	VIN	LICENSE	REG IN	OUT	TAG
00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		5406/5410		T8929
DEL. DATE	TRIP. DATE	WARR. EXP.	PROMISED	ACTUAL SO. NO.	PRICE	DATE
11 FEB 2000		18:00	03 MAY 00		VARI CASH	03 MAY 2000
OPENED	READY	OPTIONS				
08:50	01 MAY 00	14:56	03 MAY 00	STR:2320 DLR:02279 ENG:5.7 Liter V8 MFI TRN:AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C**	COURTEOUSY RENTAL PROVIDED.						
CAUSE:	COURTEOUSY RENTAL PROVIDED.						
	27903 RENTAL 3 DAYS						
	200	W					(N/C)
FC:	98 PART#: COUNT: 0						
CLAIM TYPE:							
AOTH CODE:							
	NJ						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMILEY AMOUNT	0.00
MEC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

17895



D/B/A PALANKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (631) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY  
 HOME: BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

YEAR	MAKE	MODEL	VIN	PRICE	FINANCE	W/O	TAX
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286			4751/4751	T8808
DEL. DATE	FIN. DATE	WAR. EXP.	PROMISED	START DATE	RATE	PAYMENT	INV. DATE
11 FEB 2000				WAIT 25 APR 00	VARY	CASH	25 APR 2000
OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter V8 MPI TRN:AUTO							
07:36 24 APR 00	17:09 25 APR 00						
LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES: THE ANTENNA IS INOPERABLE.  
 CAUSE: BINDING POWER ANTENNA ASSEMBLY. INSPECTED ALL CONNECTIONS AND  
 GROUNDS AS PER T.A.N. REPLACED THE ANTENNA ASSEMBLY.  
 R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE  
 ASSEMBLY

200 W  
 1 10285495 ANTENNA  
 FC: 50  
 PART#: 10285495  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

(N/C)  
 (N/C)

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!

B\*\* CUST STATES : THE DRIVER'S SEAT MAKES A CLICKING NOISE WHEN ACCELERATING HARD.

CAUSE: CUSTOMER WILL RESCHEDULE. MIS NORMAL SEAT PLAY AT THE SEAT ADJUSTER, CUSTOMER WILL RESCHEDULE IF IT BECOMES WORSE.

200 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY !!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREIN. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TC/AMT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAS, OR, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

*COPY*

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

24382

DEVA PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 422-3700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY  
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 530 PETER DANTANAS

PL	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286	18020/18020	T560
DEL DATE	PROD DATE	WARR EXP	PROMISED	RATE	PAYMENT
11 FEB 2000		18:00	28 FEB 01	VARI	CASH

OPTIONS: STR:2320 DLR:PALANKER  
 ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHEN FUEL TANK IS BETWEEN 1/2 AND 3/4, NEEDLE WILL REGISTER TO "E" AND "LOW FUEL" WILL DISPLAY ON D.I.C.  
 CAUSE: SPECIAL ORDERED FUEL PUMP MODULE.

MIS PART IS ON NATIONAL BACK-ORDER. CUSTOMER WILL BE NOTIFIED WHEN PART ARRIVES.

200 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B\*\* PERFORM 3,000 MILE SVC.  
 3K PERFORM 3,000 MILE SVC.  
 200 ISP  
 7 12345885 OIL 5W30S  
 1 25010633 OIL FLTR

PARTS: 0.00 LABOR: 0.00 TOTAL LINE B: 0.00



*COPY*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

1984  
M... NY



POSTAGE

**THE SUPERVISOR**

08-30-91 P12:35 RCJD

**CHEVROLET MOTOR DIVISION**  
**PO BOX # 10054**

**TOLLEDO, OHIO 43699-0054**

Sunday 15<sup>th</sup> July 2001

Attn: Holly Zetter

Customer Relationship Manager

Chevrolet Division

General Motors Division

P.O. Box # 33170

Detroit, Michigan 48232-5170

**\* PLEASE HELP  
ME \***

→ OVER

Sunday 15<sup>th</sup> July 2001

Good morning Mr Zetter!!

I hope this letter finds you +  
your family well!

We have been in contact in the past  
regarding my 2000 - Couche. As you can  
see by my letters, service issues, +  
constantly repairing my Couche - I have  
had nothing but aquisition on returning  
to the dealer approx 50 times since I  
purchased my car in Feb of 2000.

Since our last correspondence date  
Dec 21, 2000 - I have returned to the  
dealer approx 10 more times. - As you,

<sup>page 2</sup>  
by the attached invoices, service reports, bills  
for parts which I paid for out of my own  
pocket - + copies of bills from service  
stations where I had to bring my car  
because NONE of your dealers could fix  
my car - only the particular Shell service  
station!

## NOW MY PROBLEM

As you can see from my latest visit to  
one of your dealers for service - the particular  
problem CANNOT be tolerated. I was  
ALMOST KILLED LAST WEEK  
DRIVING MY 2000 CORVETTE!!

I have been reasonable over the past year

Page 3

with all my car problems - you have been very  
kind to me - HOWEVER - PLEASE READ  
THIS CAREFULLY!!

I was driving on one of the parkways on  
Long Island, New York approx. 55-60 MPH  
when suddenly my steering wheel & column  
LOCKED UP!! I COULD NOT STEER  
MY CAR AT ALL - THE WHEEL COULD  
NOT MOVE AT ALL - IT WAS AS THE  
CAR WAS PARKED! - I WAS SCARED  
TO DEATH! - I HAD TO SLOW DOWN  
WITH MY FLASHERS ON! - CONSTANTLY  
AVOIDING CARS & TRUCKS! - I HAD  
ABSOLUTELY NO CONTROL OF MY

<sup>Page 4</sup>  
CAR!! CARS AND TRUCKS WERE FLYING  
BY ME TRYING IN VAIN NOT TO HIT  
ME!! - THANK GOD!! - IT TOOK ME  
ABOUT 20 TERRIFYING MINUTES TO  
BRING MY CAR TO A COMPLETE STOP  
ON A VERY BUSY PARKWAY!  
AS I WAS COMING TO A STOP (I  
WAS GOING ABOUT 5-10 M.P.H. OFF OF AN  
EXIT RAMP - I ALMOST KILLED A  
LITTLE GIRL ON A BICYCLE - HAD  
IT NOT BEEN FOR A PASSING MOTORIST  
& ME HONKING MY HORN - & YELLING  
AT THE TOP OF MY LUNGS - I WOULD  
HAVE KILLED HER!! MY CAR



Page 3

EVENTUALLY CAME TO A STOP! THANKFULLY!  
I WAS TOWED ABOUT 2 1/2 BLOCKS TO A  
GAS STATION TO GET MYSELF + MY  
CAR OUT OF THE WAY OF THE ONCOMING  
TRAFFIC! I WAS PINNED IN MY CAR  
FOR ABOUT 1 HOUR BEFORE HELP  
ARRIVED!!

IT WAS EVENTUALLY TOWED TO  
PERFORMANCE CHEVROLET!

I DON'T KNOW WHAT ELSE TO  
SAY TO YOU MR. ZITLER!

I really don't feel safe in the car at  
all anymore! Everytime I start it, it

☺

~~page~~  
I pray that I arrive alive wherever I'm  
going!

WHAT CAN YOU DO FOR ME!

Before I contact my attorney, I would  
like to resolve this matter respectfully & with  
your help maybe?? we can!

This would save us both legal costs, with  
your attorney & yours!

Obviously from my past letters & all your  
concerns my case seems a little out of  
the ordinary - Have you ever heard of a  
NEW CAR returning to a dealer about 60 times  
& the last problem almost KILLED ME!



● 1/20

I WOULD LIKE THIS CAR REPLACED  
WITH A NEW ONE!!

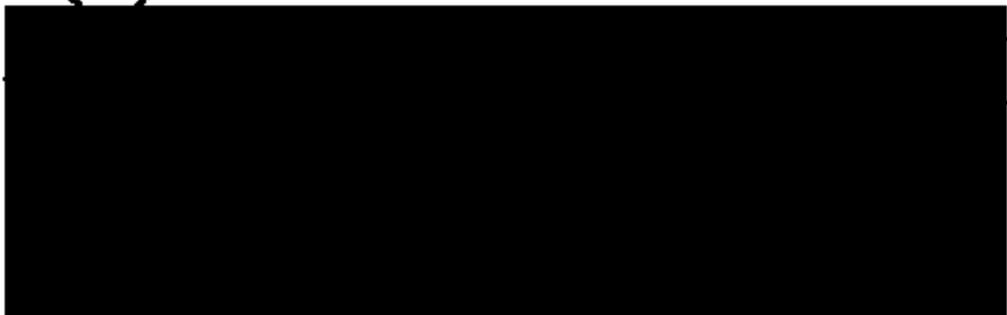
IF YOU HAVE A 2000 CORVETTE -  
EXACTLY LIKE MINE - I WOULD  
SETTLE FOR THAT -!

● I AM NOT LOOKING FOR A NEW  
CAR - OR A MONETARY SETTLEMENT -  
I JUST WANT A 2000 CORVETTE  
THAT IS SAFE - EXACTLY THE ONE  
I PURCHASED - WHICH I SAVED MY  
WHOLE LIFE FOR! (I PAID CASH FOR  
THIS CAR)!!

● I really don't know if you could resolve

Page ①  
what my life has been like ever since I  
purchased this car. It has been nothing  
but a night mare - I can't even sleep at  
nite! I am deathly afraid to drive my  
Couette!

If you want ~~to~~ ~~me~~ to return the car -  
JUST REFUND my money - and I  
PROMISE I will buy a new 2001 - Couette!  
PLEASE HELP ME ~~to~~ ~~get~~!  
You have always been nice & respectful!  
I can be reached at:

  
I am sincerely yours ~~and~~ ~~love~~!  
all the best to you & your family!  
Respectfully,  


Page #9

(P.D.) I would greatly appreciate your  
reimbursement of the attached repair bill -  
I had to have my car towed to Mike  
Garden City Shell - in Westbury, New York.

As you can see by the attached Invoice #32284  
from North Bay Tackle - I was towed to  
Mike Garden City Shell - This was the closest  
dealer with the belt that my car needed!!  
I asked Mike Garden City Shell for a copy of  
the bill for the part so I could show  
you that I was honorable & telling you  
the truth!!

Thank you,



# PERFORMANCE CHEVROLET



2520 HENRYHEAD TURNPIKE  
 EAST MEADOW, NEW YORK 11894  
 SALES (516) 379-4400 SERVICE (516) 379-4400 FAX (516) 379-4700 PARTS (516) 379-4400  
 www.performancechevrolet.com

VEHICLE NO. <b>14903</b>	NAME <b>WILLIAM CHRISTIAN</b>	AGE <b>630</b>	DOB <b>505</b>	DATE OF PURCHASE <b>07/09/01</b>	VEHICLE NO. <b>CVCS38161</b>
ADDRESS <b>MANHASSETT, NY</b>	LABOR RATE	SALES TAX	REGISTRATION	COLOR <b>BLACK/</b>	BOOKING NO.
			<b>23,655</b>	DELIVERY DATE	DELIVERY MILE
	VEHICLE MAKE/MODEL <b>00/CHEVROLET/CORVETTE/2 DOOR CONVERT</b>				WARRANTY TYPE
	VIN <b>1G1YY32G9Y5218286</b>				WARRANTY MILEAGE
	P.O. NO.	P.O. NO.		DATE <b>07/06/01</b>	
PHONE <b>516-627-2436</b>	PHONE <b>516-902-0804</b>	ADDRESS		NO: 23659	

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 1 (CVZT01) : TOM TO SHOP, ROADSIDE ASSIST TOM TO SHOP</b>					
				<b>JOB # 1 TOTAL PARTS</b>	<b>0.00</b>
				<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>
<b>JOB # 2 (00VZ) : ELECTRICAL BODY WORK</b>					
COST STATES SERVICE COLUMN LOCK WARNING IN ON AND STEERING WHEEL LOCKED CANNOT STEER VEHICLE VERIFIED STEERING LOCKED					
REMOVED COLUMN TRIM / REPLACED STEERING COLUMN LOCK ACTUATOR					
REFIT TRIM CLEAR COMPUTER ROADTEST OK					
<b>JOB # 2 TOTAL PARTS</b>					
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY AND THOSE MADE BY THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND WITHOUT AGENCIES NOT ALLOWING ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT. (SEE 8402)

LABOR AND PARTS ARE WARRANTEED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

TERMS: CASH OR CREDIT CARD ONLY

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

**TOTALS**

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SALES TAX....	0.00
TOTAL REG. & S.T. ....	0.00
TOTAL DISC. CHG. ....	0.00
TOTAL DISC. DISC. ....	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

AT PERFORMANCE CHEVROLET OUR PERSONNEL'S AIN IS TO SATISFY OUR CUSTOMERS NEED FOR SERVICE AND PARTS. WE ARE A GOODWRENCH SERVICE PLUS DEALER.  
 NEW HOURS OF OUR SERVICE DEPT. ARE:  
 MON - FRI 7:30 AM - 5:30 PM  
 SAT 8:00 AM - 1:00 PM  
 THANK YOU FROM THE ENTIRE SERVICE STAFF  
 AT PERFORMANCE CHEVROLET  
 NOTE: PARTS NUMBER WITH AN "\*" HAVE A LIMITED LIFETIME WARRANTY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

CUSTOMER SIGNATURE \_\_\_\_\_

Thank you for this opportunity to serve you.

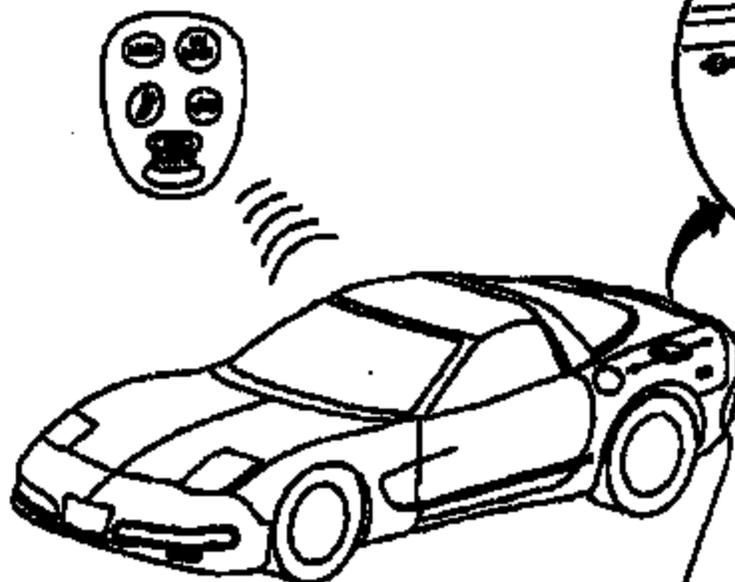
HYD-BY REG. REG. NO. 78988

COPY

## Keyless Entry: Description and Operation

### General Description

*\* This is repaired 3 times*



*STILL NOT WORKING*

The Remote Function Actuation (RFA) system performs the following functions:

Transmitter remote control of various vehicle systems without physical contact of any switches on the vehicle

- Lock and unlock the both doors
- Turn the panic alarm ON or OFF
- Arm or disarm the theft deterrent system
- Hatch or trunk release
- Vehicle lamp control (approach, courtesy)
- Activate memory features (with memory option only)

^ Tire Pressure Monitoring (TPMS) system functions. Refer to Tire Pressure Monitor System Description.

The RFA system consists of a transmitter located on the operator's key fob, and a receiver (with an integral antenna) located over the LR wheelhouse. The receiver is capable of recognizing three transmitter codes. The RFA system does not directly control its functions, but relies on other systems in order to perform the transmitter's commands. The receiver receives and transmits various information from the following systems in order to perform specific functions.

- ^ The Body Control Module (BCM) - in order to provide Theft Deterrent, hatch release, horns, and vehicle illumination control features.
- ^ The Door Control Module (DCM) - in order to provide all door lock and memory mirror functions.
- ^ The Seat Control Module (SCM) - in order to provide memory seat features.
- ^ The Instrument Panel Cluster (IPC) - in order to provide RFA system programming, display and vehicle personalization functions.

When the RFA system receives a command from a transmitter, a message is sent via the serial data line to the system module capable of performing the needed function.

The RFA system is intended to be used as a supplementary to the vehicles conventionally operated lock/unlock system. It is not intended to replace, but should be used in conjunction with the door lock key. The system could disable due to radio frequency interference or a low transmitter battery. Therefore, always maintain vehicle system with a door key.

**W. BABYLON CHEVROLET, INC.**

26402

2 2 7 7 6



D/MA PALANKER CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7069108

MANHASSET, NY  
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

PLANT	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE NO	TAG
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		15949/15949	T475
DATE	TIME	DATE	TIME	RATE	PAYMENT	DATE
11 FEB 2000		18:00	29 NOV 00	VARI	CASH	29 NOV 2000

READY OPTIONS: STR:2320 DLR:PALANKER  
ENG:5.7 Liter V8 MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COST STATES : THE ANTENNA IS BINDING GOING DOWN. STAYS UP ABOUT 1" TO 2".

CAUSE: BINDING ANTENNA CAP. REPLACED THE POWER ANTENNA CAP NUT.  
R0410 ANTENNA COMPONENTS - REPLACE  
ESCOTCHEON/GUIDE

200 W (N/C)  
1 88896816 O-RING (N/C)  
1 16637696 F-SPR-R/LAT (N/C)  
FC: 6D  
PART#: 88896816  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
CL



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B COST STATES : TRUNK LID DOES NOT OPEN ALL THE WAY. \*\*S.O.P.-IN \*\*  
CAUSE: WEAK ANTENNA LATCH SPRING. REPLACED THE TRUNK LATCH SPRING.  
B5500 LOCK, REAR COMPARTMENT LID - R&R OR REPLACE

200 W (N/C)  
FC: 6D PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

*COPY*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREFO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DISCOUNT	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMILEY AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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26402

20978

W. BABYLON CHEVROLET, INC.



D/SA PALANKER CHEVROLET, INC.
870 W. Montauk Hwy.
W. BABYLON, NEW YORK 11704
(516) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY
HOME:

BUS:

SERVICE ADVISOR: 530 PETER DAMIANAS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a 2000 Chevrolet Corvette with VIN 1G1YY32G9Y5118286.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A CUSTOMER STATES THERE IS A FLUID LEAK COMING FROM LEFT REAR AXLE SHAFT SEAL

CAUSE: SPECIAL ORDERED PART
MIS SPECIAL ORDERED AXLE SHAFT SEALS
200 W
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

(N/C)

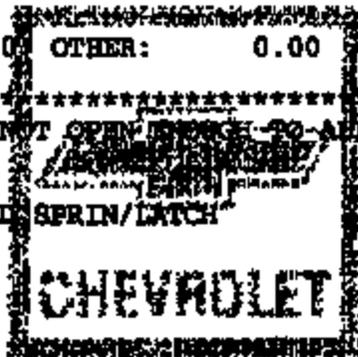
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES TRUNK LID WILL NOT OPEN ENOUGH TO ALLOW FOR CUSTOMER TO LIFT TRUNK LID.

CAUSE: SPECIAL ORDERED PART
MIS SPECIAL ORDERED TRUNK LID SPRIN/LATCH ASSEMBLY
200 W
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS...

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.
PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES...

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, etc.

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**W. BABYLON CHEVROLET, INC.**

26402

22562



DEVA PALANCKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 432-8700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY  
 HOME: [REDACTED] BUS:

SERVICE ADVISOR: 530 PETER DANTANAS

~~VEHICLE IDENTIFICATION NUMBER: 1G1YY32G9Y5118286~~

PK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286	15480/15480	T336
----	----	--------------------	-------------------	-------------	------

11 FEB 2000		WAIT 14 NOV 00		VARI CASH	14 NOV 2000
-------------	--	----------------	--	-----------	-------------

RO OPENED READY OPTIONS: STK:2320 DLR:PALANCKER  
 ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

07:44 14NOV00	10:00 14NOV00				
LINE	QTY	TECH	TYPE	HOURS	

A CUSTOMER STATES WATER IS LEAKING ON DRIVER'S SIDE...SPECIAL ORDERED PART IS IN.

CAUSE: DEFORMED CONVERTIBLE TOP REAR HORIZONTAL WEATHERSTRIP.  
 C1012 WEATHERSTRIP - ALIGN OR REPLACE ROOF FRONT

200	W				(N/C)
1	10236329	N/STR-WDO			(N/C)
1	10415919	F-W/STR-WDO			(N/C)
	FC:	4N			
	PART#:	10236329			
	COUNT:	2			
	CLAIM TYPE:				
	AUTH CODE:	E			
		BV			

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

\*\*\*NECESSARY OLN DUE TO REPLACEMENT OF VERTICAL REAR WEATHERSTRIP, CONVERTIBLE TOP.

B CUSTOMER STATES REAR TRUNK LID W...  
 CAUSE: SPECIAL ORDERED PART

MIS SPECIAL ORDERED TRUNK SPRING...  
 BULLETIN #73-10-58

200	W				(N/C)
	FC:	PART#:	COUNT:		
	CLAIM TYPE:				
	AUTH CODE:				

*COPY*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE...  
 HENRY ALTHOUGH THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HENRY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LISE DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

22428

W. BABYLON CHEVROLET, INC.

DIVA PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700



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PAGE 1

N.Y.S. REPAIR SHOP # R-7068108

MANHASSET, NY  
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

CHGR	YEAR	MAKE	MODEL	VIN	STOCK NO	PRICE	MESSAGE	INOUT	TAG
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286			15196/15196		T228
DEL DATE	INCO. DATE	WARR. EXP.	WARRANTY	FIN. NO.	SALE PRICE	PAYMENT	DATE		
11FEB2000			18:00	06NOV00		VARI CASH			06NOV2000

R.O. OPENED	READY	7	OPTIONS:	STK:2320	DLR:PALANKER		
07:40	06NOV00	09:25	06NOV00	ENG:5.7	Liter V8 MPI TRN:AUTO		
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A COST STATES : THERE IS ALWAYS A PUDDLE OF WATER RIGHT BELOW THE DRIVER'S SEAT, AFTER WASHING IT. THE CARPETTING RIGHT BEHIND THE DRIVER'S SEAT "BACK" GETS ALSO WET.  
CAUSE: WEATHERSTRIPPING DEFORMED.

MIS IMPROPERLY SEALING CONVERTIBLE TOP REAR WEATHERSTRIPS. (REAR HORIZONTAL AND REAR VERTICLE)

200 W  
1 10236329 W/STR-WDO

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ATTEMPTED TO TO ADJUST, NO GOOD. (GAP) SPECIAL ORDERED NEW WEATHERSTRIPPING.

336	1G1YY32G9Y5118286	
ED	CORVETTE	
1	10A15519	F-W/STR-WDO

COPY

Please open card for additional information.  
YOU WILL NOT BE HELD RESPONSIBLE FOR THEFT OF VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.  
MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALES TAX	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

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D/WA PALANKER CHEVROLET, INC.  
670 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 423-3700

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY  
HOME: [REDACTED]

BUS:

PAGE 1

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE W/OCT.	STAG	
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		15000/15000	T171	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	SP. NO.	RATE	PAYMENTS	INV. DATE
11 FEB 2000			18:00 01 NOV 00		VARI	CASH	01 NOV 2000

RD. OPENED READY  
 OPTIONS: BTR:2320 DLR:PALANKER  
 ENG:5.7\_Liter\_V8\_MFI TRN:AUTO  
 07:41 01NOV00 09:39 01NOV00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COST STATES : WHEN OPENING THE TRUNK WITH THE REMOTE, TRUNK LID OPENS TO THE POINT WHERE YOU CANNOT PLACE YOUR FINGERS UNDERNEATH LID TO OPEN. OPENING IT FROM THE INSIDE.....

CAUSE: OLH NECESSARY DUE TO HAVING TO DIAGNOSE THE INTERMITTANT OPENING OF THE TRUNK LID. REPLACED THE REAR SUPPORTS FOR THE TRUNK. B5457 SUPPORT, REAR COMPARTMENT LID AND/OR TAILGATE/LIFTGATE COUNTERBALANCE (GAS TUBE)  
 - REPLACE BOTH  
 10 W (N/C)

FC: 6D PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE: E  
 OL

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

B ..... RELEASE BUTTON, (TRUNK RELEASE ON DASH), IT NEVER HAPPENS. PLEASE ADVISE.

CAUSE: RELATED TO LINE "A"  
 MIS RELATED TO LINE "A"  
 10 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*CASE # 4311277 BULLETIN NUMBER 73-10-5B \*\*\*\*

\*\*\*\*\*

**COPY**

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
BURLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

21539

W. BABYLON CHEVROLET, INC.

\*INVOICE\*



D/B/A PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700

MANHASSET, NY  
HOME: [REDACTED]

BUS:

PAGE 1

N.Y.B. REPAIR SHOP # R-7089108

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MS/AGE/IN/OUT	TAG	
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		13539/13539	T659	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	WV DATE
11FEB2000			WAIT 28SEP00		VARI	CASH	28SEP2000
R.O. OPENED		READY	OPTIONS				
07:43 28SEP00		09:59 28SEP00	STK:2320 DLR:PALANKER		ENG:5.7_Liter_V8_MFI TRN:AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES : THE PASSENGER SIDE WEATHERSTRIPPING IS LETTING WATER IN (\*\*S.O.P.-IN\*\*)

CAUSE: DEFORMED AND LEAKING PASSENGER SIDE WEATHERSTRIPPING. REPLACED AND WATER LEAKED TESTED, GOOD.

C1060 WEATHERSTRIP - ALIGN OR REPLACE FRONT DOOR RIGHT

200 W  
1 10236328 W/STR-WDO  
FC: 6D  
PART#: 10236328  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
VN

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES : THE REAR DECK LID HAS A SLIGHT SCRATCH ON IT. PLEASE ADVISE.

CAUSE: CUSTOMER WILL RESCHEDULE.

MIS CUSTOMER WILL RESCHEDULE.

200 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*RECOMMEND CUSTOMER NOT WAIT FOR A WATER LEAK IN THE FUTURE.

COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS, YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SHRIFT AMOUNT	0.00
MSDC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

16871

DUBIA PALANKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 422-9700



\*INVOICE\*

PAGE 1

**N.Y.S. REPAIR SHOP # R-708B108**

MANHASSET, NY  
 HOME:

BUS:

SERVICE ADVISOR: 530 PETER DAMIANAS

COLOUR	YEAR	MAKE/MODEL	VIN	LOC/INTL	MILEAGE IN/OUT	TAG	
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		2112/2112	T614	
DEL. DATE	PRGO. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11FEB2000			WAIT 07MAR00		VARI CASH		09MAR2000
R.G. OWNED		READY	OPTIONS: STK:2320 DLR:02279 ENG:5.7 Liter V8 MFI				
			TRN:AUTO				
08:35 07MAR00	11:47 09MAR00						

LINE	DESCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	---------	------	------	-------	------	-----	-------

A CUSTOMER STATES POWER ANTENNA AT TIMES DOES NOT GO ALL WAY DOWN.  
 CAUSE: WEAK POWER ANTENNA MOTOR.

R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE ASSEMBLY

200	W	(N/C)
1	10285495 ANTENNA	(N/C)
1	FEDEX	(N/C)
FC:	4Q	
PART#:	10285495	
COUNT:	2	
CLAIM TYPE:		
AUTH CODE:		
07		

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00



*COPY*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. DR. LUBE	0.00
SALEST AMOUNT	0.00
REC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

REMOVED

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

17230



D/B/A PALANKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY  
 HOME:

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y511B285		3093/3093	T852

DEL. DATE	PROD. DATE	WARRANTY EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
11FEB2000		WAIT 23MAR00			VARI CASH		23MAR2000

NO. OPENED	READY	OPTIONS
07:43 23MAR00	08:26 23MAR00	STR:2320 DLR:02279 ENG:5.7 Liter_V8_MFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COST STATES: THE ANTENNA IS BINDING AT TIMES. DOES NOT GO ALL THE WAY DOWN.

CAUSE: BINDING POWER ANTENNA ASSEMBLY. REPLACED THE POWER ANTENNA ASSEMBLY. (CONVERTIBLE) TESTED AND VERIFIED, GOOD.

R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE ASSEMBLY

200 W  
 1 10285495 ANTENNA

FC: 6D  
 PART#: 10285495  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OL

(N/C)  
 (N/C)



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!

\*\*\*\*\*

COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUNLET AMOUNT	0.00
WBC CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

W. BABYLON CHEVROLET, INC.

26402

19579



D/WA PALARKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 432-3700

\*INVOICE\*

PAGE 1

N.Y.B. REPAIR SHOP # R-7069108

MANHASSET, NY  
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 530 PETER DANTANAS

YEAR	MAKE	MODEL	VIN	PRICE	SALES TAX	TOTAL
00	CHEVROLET	CORVETTE	1G1YY32G9Y511B286	9091/9091	73590	
11 FEB 2000			WAIT 29 JUN 00	VARI CASE	29 JUN 2000	
DB:44 29 JUN 00	14:18 29 JUN 00		TRN: AUTO			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A CUSTOMER STATES REAR TRUNK LID WILL NOT POP OPEN ALL THE WAY AND IS  
 DIFFICULT TO GRAB AND OPEN COMPLETELY.  
 CAUSE: SPECIAL ORDERED PART  
 MIS SPECIAL ORDERED TRUNK ACTUATOR LATCH  
 200 W (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*  
 B CUSTOMER STATES TRANSMITTER IN GIP HELD IN LOCKS NOT WORK AGAIN. PLEASE  
 REPLACE TRANSMITTER AS PER NOISE TEST.  
 CAUSE: INTERNAL MALFUNCTION OF TRANSMITTER NECESSARY TO REPLACE  
 R4490 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT  
 LOCK - REPLACE  
 200 W (N/C)  
 1 10432147 TRANSMITT (N/C)  
 FC: 6C  
 PART#: 10432147  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 DJ



COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMILEY AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

19705

\*INVOICE\*



D/MA PALANER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(516) 422-3700

MANHASSET, NY  
HOME: [REDACTED]

BUS:

PAGE 1

N.Y.S. REPAIR SHOP # R-7069108

SERVICE ADVISOR: 200 RICHARD DAHLGREN

DOOR	YEAR	MAKE	MODEL	VIN	LIC	REGISTRATION	TAXES
BK	00	CHEVROLET	CORVETTE	1G1YY3209Y5118286		9564/9564	T3628
DR. DATE	PROD. DATE	WARR. EXP.	PROVIDED	PD NO.	RATE	PAYMENT	DUPLICATE
11 FEB 2000			WAIT 06 JUL 00			VARI CASE	06 JUL 2000
P.O. ORDER		READY	OPTIONS:	STK:2320 DLR:02279 ENG:5.7 Liter V8 MPI			
			TRN:AUTO				

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST. STATES THE REAR TRUNK IS HARD TO OPEN S.O.P. IS IN CAUSE: BINDING TRUNK LOCK ACTUATOR

N3270 ACTUATOR ASSEMBLY - REPLACE REAR COMPARTMENT LID RELEASE

10 W  
1 16637654 LAT-R/CMP  
FC: 4Q  
PART#: 16637654  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
QA

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B PERFORM 3,000 MILE SERVICE, INCLUDES LUBE, OIL AND FILTER  
3K PERFORM 3,000 MILE SERVICE INCLUDES LUBE, OIL AND FILTER

10 INF  
1 25010633 OIL FLTR  
7 12345885 OIL 5W30B

CHEVROLET

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COPY

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAL. OR. LUBE	0.00
SUBLET AMOUNT	0.00
SMC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPENSE MECHANIC'S LIEB IS ACKNOWLEDGED ON VEHICLE TO EXCEED THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  
PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

**W. BABYLON CHEVROLET, INC.**

26402

21991



D/B/A PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 422-5700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY  
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

CDLN	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION OUT	TAG
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		14342/14342	T931
DEL. DATE	WARR. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	DATE
11 FEB 2000			WAIT 17 OCT 00		VARI CASH	17 OCT 2000
NO. OF PARTS			READY	OPTIONS	STK: 2320 DLR: PALANKER	
				ENG: 5.7 Liter V8 MPI TRN: AUTO		

07:44 17OCT00 10:41 17OCT00

LINE OPCODE TECH TYRE HOURS LIST NET TOTAL

A CUST STATES : THE TRUNK HARD TO OPEN AND WILL NOT POP OPEN ALL THE WAY-DIFFICULT TO GRAB AND OPEN COMPLETELY.

CAUSE: WEAK SPRING PRESSURE TO RAISE THE TRUNK LID. MODIFIED AND ADJUSTED THE TRUNK LATCH.

B5400 LID, REAR COMPARTMENT - ALIGN

200 W

FC: 6D PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

CL

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B CUST STATES : THE TELESCOPIC WHEEL ASSEMBLIES ARE NOT WORKING ON THE DRIVER'S SIDE.

MIS COMPONENTS NOT OPERATING PROPERLY DUE TO MEMORY 3. (RICH WILL EXPLAIN DETAILS TO THE CUSTOMER)

200 W

**CHEVROLET**

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

C PERFORM 3,000 MILE SERVICE, INCLUDES LUBE,OIL AND FILTER  
 BK PERFORM 3,000 MILE SERVICE, INCLUDES LUBE,OIL AND FILTER

200 ISP

1 25010633 OIL FLTR

7 12345885 OIL 5W30B

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

*copy*

(N/C)

(N/C)

(N/C)

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

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 PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

26402

21991

W. BABYLON CHEVROLET, INC.

\*INVOICE\*



DELA PALANCK CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
8311 422-5700

PAGE 2

N.Y.S. REPAIR SHOP # R-7089108

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET, NY  
HOME: [REDACTED]

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	REGISTRATION	TAX
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y511B286	14342/14342	T931	
DEL DATE	PROD DATE	WARR EXP	PROMISED	EQ NO	DP RATE	PAYMENT DATE
11FEB2000			WAIT 17OCT00		VARI CASH	17OCT2000
P.O. OPENED READY OPTIONS: STK:2320 DLB:PALANCK						
ENG:5.7_Liter_V8_MFI TRN:AUTO						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

D\*\* COURTESY RENTAL PROVIDED.  
 CAUSE: COURTESY RENTAL PROVIDED.  
 27901 RENTAL 1 DAY  
 200 W (N/C)  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MJ

SUBL COURTESY RENTAL PROVIDED. (N/C)  
 W  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

PERFORMED A COURTESY SERVICE WASH\*\*\*\*\*



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREFOR.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAS, DL, LIME	0.00
RUNLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LIEN DEDUCT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

**W. BABYLON CHEVROLET, INC.**

26402

21151



DEBRA PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (631) 422-8700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7069108

MANHASSET NY  
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENS	MILEAGE IN/OUT	TAG	
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		12913/12915	T361	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISSO	POND.	RATE	PAYMENT	INV. DATE
11FEB2000			18:00 13SEP00		VARI	CASH	13SEP2000

R.G. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK:2320 DLR:PALANKER  
 ENG:5.7 Liter V8 MFI TRN:AUTO

LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	-------	------	------	-------	------	-----	-------

A COST STATES : THE LEFT REAR AXLE SEAL IS LEAKING. (\*\*S.O.P.-IN\*\*)  
 CAUSE: LEAKING LEFT SIDE REAR AXLE SEAL COVER AND AXLE SEAL. REMOVED  
 DIFFERENTIAL ASSEMBLY AND REPLACED AXLE SEAL AND COVER.

F2143 CARRIER ASSEMBLY (COMPLETE) - REPLACE REAR

DIFFERENTIAL

200	W						(N/C)
1		12369460	SEAL				(N/C)
1		12457739	SEAL				(N/C)
2		24207010	SEAL				(N/C)
3		1052271	LUBE				(N/C)
1		1052358	LUBRICAN				(N/C)

FC: 6D

PART#: 12369460

COUNT: 8

CLAIM TYPE:

AUTH CODE: E

VN



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*REMOVED REAR DIFFERENTIAL ASSEMBLY AND REPLACED LEFT SIDE COVER.  
 REPLACED SIDE COVER SEAL AND AXLE SEAL. REINSTALLED NEW OUTPUT SHAFT  
 SEALS AND CLEANED CHASSIS, REINSTALLED DIFFERENTIAL, TESTED, GOOD.

B COST STATES : THE TRUNK LATCH IS INOPERATIVE, IT POPS, BUT DOES NOT  
 OPEN ENOUGH. (\*\*S.O.P.-IN\*\*)

CAUSE: WEAK TRUNK LATCH ACTUATOR ASSEMBLY. REPLACED THE TRUNK LATCH  
 ASSEMBLY.

N3270 ACTUATOR ASSEMBLY - REPLACE REAR  
 COMPARTMENT LID RELEASE

200 W

1 16637654 LAT-R/CMP

FC: 6D

*COPY*

(N/C)  
(N/C)

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPERT MECHANIC'S LENS IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIR THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS. OIL. LIQ.	
SUBST. AMOUNT	
MISC. CHARGES	
TOTAL CHARGE	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

80880

CUSTOMER COPY

26402

21151

W. BABYLON CHEVROLET, INC.



D/WA PALANKER CHEVROLET, INC.  
570 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 422-3700

\*INVOICE\*

PAGE 2

N.Y.S. REPAIR SHOP # R-7089108

MANHATTEN NY

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	INVOICE NO	TAG	
BK	00	CHEVROLET CORVETTE	1G1XY32G9Y5118286		12913/12915	T361	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	
11FEB2000			18:00 13SEP00		VARI	CASH	
R.O. OPENED	READY	OPTIONS: STK:2320 DLR:PALANKER		ENG:5.7 Liter V6 MFI TRN:AUTO			
07:50 11SEP00	16:22 13SEP00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PART#: 16637654  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUST STATES : THERE IS WATER LEAKING IN/ON THE PASSENGER SIDE ROOF AREA.

MIS SPECIAL ORDERED "TOP WEATHERSTRIPPING"  
200 W (N/C)  
1 FEDEX (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUST STATE : THE DRIVER'S SEAT POWER FUNCTIONS ARE INOPERATIVE, AND THE MEMORY DOES NOT FUNCTION.

CAUSE: INTERMITTANT OPEN IN THE TELESCOPIC STEERING SENSOR ASSEMBLY. REPLACED AND TESTED, GOOD.

E7123 CONTROL COMPONENTS, TILT/TELESCOPIC  
STEERING COLUMN - REPLACE MOTOR ASSEMBLY  
200 W

1 26061673 ACTUATOR  
FC: 6D  
PART#: 26061673  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OL

COPY

(N/C)  
(N/C)

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREO.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLE LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
BUYER AMOUNT	
INSD. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

21151



D/B/A PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 422-3700

\*INVOICE\*

PAGE 3

N.Y.S. REPAIR SHOP # R-7069108

MANHASSET NY

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG	
BK	00	CHEVROLET CORVETTE	1G1XY32G9Y5118286		12913/12915	T361	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11FEB2000			18:00 13SEP00		VARI	CASH	13SEP2000
N.O. OPENED		READY	OPTIONS: STR:2320 DLR:PALANKER				
07:50 11SEP00		16:22 13SEP00	ENG:5.7 Liter_V8_MFI TRN:AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*  
 E CUST STATES : THE PASSENGER SIDE REAR DECK LID IS SCRATCHED FROM THE CONVERTIBLE TOP.  
 CAUSE: FOUND THE REAR DECK LID MISALIGNED. ADJUSTED AND VERIFIED, GOOD.  
 B5400 LID, REAR COMPARTMENT - ALIGN

200 W  
 FC: 3A PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 VP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

\*\*\*\*\*  
 F\*\* COURTESY TRANSPORTATION PROVIDED.  
 CAUSE: COURTESY TRANSPORTATION PROVIDED.  
 Z7903 RENTAL 3 DAYS

200 W  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MJ

(N/C)

*COPY*

SUBL COURTESY RENTAL PROVIDED.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAB, CA, LIME	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

18099



D/B/A PALANKER CHEVROLET, INC.  
570 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 422-3700

INVOICE\*

PAGE 2

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY  
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

CDL#	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BK	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		5406/5410	T8929	
DL DATE	RRG DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	RV DATE
11 FEB 2000		18:00	03 MAY 00		VARI	CASH	03 MAY 2000
W.O. OPENED			READY	OPTIONS:	STK:2320 DLR:02279 ENG:5.7 Liter V8 MPI		
08:50 01 MAY 00			14:56 03 MAY 00	TRN:AUTO			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C\*\* COURTEOUSY RENTAL PROVIDED.  
CAUSE: COURTEOUSY RENTAL PROVIDED.  
Z7903 RENTAL 3 DAYS

200 W  
FC: 98 PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
MJ

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!

\*\*\*\*\*

CHEVROLET

COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

17895



D/B/A PALANKER CHEVROLET, INC.  
 870 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (831) 428-5700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7089108

MANHASSET, NY  
 HOME:

BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG
	00	CHEVROLET CORVETTE	1G1YY32G9Y5118286		4751/4751	T8808

DEL. DATE	TRDD. DATE	WARR. EXP.	WARRANTY	EQ. NO.	RATE	PAYMENT	INV. DATE
11FEB2000			WAIT 25APR00		VAR	CASH	25APR2000

N.O. OPENED	READY	OPTIONS: STR:2320 DLR:02279 ENG:5.7 Liter V8 MPI	TRN:ALTO				
07:36 24APR00	17:09 25APR00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A COST STATES: THE ANTENNA IS INOPERABLE.  
 CAUSE: BINDING POWER ANTENNA ASSEMBLY. INSPECTED ALL CONNECTIONS AND  
 GROUNDS AS PER T.A.N. REPLACED THE ANTENNA ASSEMBLY.  
 R0480 ANTENNA COMPONENTS - REPLACE POWER COMPLETE  
 ASSEMBLY

200 W  
 1 10285495 ANTENNA  
 FC: 6D  
 PART#: 10285495  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

(N/C)  
 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY!!

B\*\* CUST STATES : THE DRIVER'S SEAT ADJUSTER IS MAKING A CLICKING NOISE WHEN ACCELERATING HARD.

CAUSE: CUSTOMER WILL RESCHEDULE.  
 MIS NORMAL SEAT PLAY AT THE SEAT ADJUSTER,  
 CUSTOMER WILL RESCHEDULE IF IT BECOMES WORSE.

200 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH PALANKER'S SERVICE DEPARTMENT. THANK YOU AND HAVE A GREAT DAY !!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
 EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THERE TO.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
TUBLEY AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

COPY

CUSTOMER COPY

**W. BABYLON CHEVROLET, INC.**

26402

25019

DESA PALANKER CHEVROLET, INC.  
 670 W. Montauk Hwy.  
 W. BABYLON, NEW YORK 11704  
 (516) 422-3700



\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7000108

MANHASSET, NY  
 HOME: [REDACTED] BUS:

SERVICE ADVISOR: 536 RAMON GONZALEZ

1. COLOR	2. YEAR	3. MAKE	4. MODEL	5. VIN	6. LICENSE	7. REGISTRATION	8. TAG
BL	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		19028/19028	T479
9. DATE	10. DATE	11. WARR. DUR.	12. PROMISED	13. PC NO.	14. DATE	15. PAYMENT	16. DATE
11FEB2000		18:00	30MAR01		VARI	CASH	30MAR2001

NO. OF OPTS: [REDACTED] READY: [REDACTED] OPTIONS: STK:2320 DLR:PALANKER  
 ENG:5.7\_Liter\_V8\_MFI TRN:AUTO

07:40 30MAR01 09:23 30MAR01

LINE	OPCODE	TECH	TYPE	HOURE	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES : THE "FUEL GAUGE" READS INACIRRATE, (\*\* S.O.P. - IN \*\*)  
 CAUSE: INTERMITTANT OPEN IN THE RIGHT SIDE FUEL SENDER. REPLACED AND TESTED, GOOD.

L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE

200 W  
 1 88895126 W-MODULE KI (N/C)  
 FC: 6D (N/C)  
 PART#: 88895126  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

\*\*ADVISE CUSTOMER TO ADD FUEL AND DRIVE VEHICLE \*\*PREVIOUS FUEL READING WAS INCORRECT. \*\*\*RIGHT REAR TIRE IS LEAKING AND NEEDS TO BE P ATCHED\*\*\*

\*\*\*\*\* CHEVROLET \*\*\*\*\*



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.  IF YOU ARE NOT COMPLETELY SATISFIED OR HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE WRITER.  PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.	DESCRIPTION	AMOUNT
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS. OR. LIQUE	0.00
	BURLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

26402

25019

W. BABYLON CHEVROLET, INC.

DIVA PALANKER CHEVROLET, INC.

870 W. Montauk Hwy.

W. BABYLON, NEW YORK 11704

(516) 422-3700

N.Y.S. REPAIR SHOP # R-7068108

\*INVOICE\*



PAGE 1

SERVICE ADVISOR: 536 RAMON GONZALEZ

MANHASSET, NY  
HOME: [REDACTED]

BUS:

EX	YEAR	MAKE	MODEL	VIN	PLATE	MI	DATE	TYPE	AMOUNT
00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		1902B/1902B			T479	
11 FEB 2000						18:00	30 MAR 01	VARI	CASH

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
07:40	30MAR01	09:23	30MAR01				

A CUST STATES : THE "FUEL GAUGE" READS INACURRATE, (\*\* S.O.P. - IN \*\*)  
 CAUSE: INTERMITTANT OPEN IN THE RIGHT SIDE FUEL SENDER. REPLACED AND TESTED, GOOD.

L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE

200 W  
 1 88895126 W-MODULE KI  
 FC: 6D  
 PART#: 88895126  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 CJ

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00

TOTAL LINE A: 0.00

\*\*ADVISE CUSTOMER TO ADD FUEL AND DRIVE VEHICLE \*\*PREVIOUS FUEL READING WAS INCORRECT. \*\*RIGHT REAR TIRE IS LEAKING AND NEEDS TO BE P ATCHED\*\*



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
 ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
 EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
 INSPECTION OR DELIVERY AT MY RISK. AN  
 EXTENSIVE MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
 TO SECURE THE AMOUNT OF REPAIRS THEREON.  
 YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE  
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
 THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
 CONTROL.

IF YOU ARE NOT COMPLETELY  
 SATISFIED OR HAVE ANY  
 QUESTIONS, PLEASE CONTACT  
 YOUR SERVICE WRITER.  
 PARTS AND LABOR  
 ARE WARRANTED FOR 12  
 MONTHS OR 12,000 MILES,  
 WHICHEVER OCCURS FIRST. THE  
 DEALER HEREBY LIMITS ANY  
 IMPLIED WARRANTIES TO THE  
 SAME PERIOD.

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMOKE AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LIEN DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

**W. BABYLON CHEVROLET, INC.**

26402

24382



DB/A PALANKER CHEVROLET, INC.  
870 W. Montauk Hwy.  
W. BABYLON, NEW YORK 11704  
(831) 422-3700

\*INVOICE\*

PAGE 1

N.Y.S. REPAIR SHOP # R-7088108

MANHASSET, NY  
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 530 PETER DAMIANEAS

BOOK	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BK	00	CHEVROLET	CORVETTE	1G1YY32G9Y5118286		18020	18020	T560
DEL. DATE	REG. DATE	WARR. EXP.	PROMISED	PO NO.	RAJE	PAYMENT	INV. DATE	
11 FEB 2000			18:00 28 FEB 01		VARI	CASH	28 FEB 2001	

OPTIONS: STK:2320 DLR:PALANKER  
ENG:5.7 Liter\_V8\_MFI TRN:AUTO

LINE	CODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHEN FUEL TANK IS BETWEEN 1/2 AND 3/4, NEEDLE WILL REGISTER TO "E" AND "LOW FUEL" WILL DISPLAY ON D.I.C.  
CAUSE: SPECIAL ORDERED FUEL PUMP MODULE.

MIS PART IS ON NATIONAL BACK-ORDER. CUSTOMER WILL BE NOTIFIED WHEN PART ARRIVES.

200 W  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
*****							
B** PERFORM 3,000 MILE SVC.							
3K PERFORM 3,000 MILE SVC.							
200 ISP							(N/C)
7 12345885 OIL 5W30S							(N/C)
1 25010633 OIL FLTR							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00



COPY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE  
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR  
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF  
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN  
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE  
TO SECURE THE AMOUNT OF REPAIRS THEREON.  
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TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,  
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR  
CONTROL.

IF YOU ARE NOT COMPLETELY  
SATISFIED OR HAVE ANY  
QUESTIONS, PLEASE CONTACT  
YOUR SERVICE WRITER.  
PARTS AND LABOR  
ARE WARRANTED FOR 12  
MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST. THE  
DEALER HEREBY LIMITS ANY  
IMPLIED WARRANTIES TO THE  
SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMILET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



# Auto Care

**NIKE'S GARDEN CITY SHELL**  
427 OLD COUNTRY RD  
WESTBURY, NY 11590  
TELEPHONE: (516) 334-9769  
N.Y.S. Reg. Rep. No. R 7078668

## repair order

### № 21726

*2000 Ford*

*MANHASSET, NY*

*3/13/01*

QTY	PART NUMBER - DESCRIPTION PART CODE - P-Part U-Used R-Return	PART PRICE	CHECK	CAR SERVICE ORDER						PRODUCT PRICE	LABOR AMOUNT	
	<i>FAN BELT - SERPENTINE</i>			<input type="checkbox"/> LUBE	<input type="checkbox"/> OIL	<input type="checkbox"/> FILTER	<input type="checkbox"/> FLUIDS	<input type="checkbox"/> TUNE	<input type="checkbox"/> SAFETY	<input type="checkbox"/> OTHER		
	<i>12398078</i>			<input type="checkbox"/> AIR FILTER	<input type="checkbox"/> TRANSMISSION	<input type="checkbox"/> DIFFERENTIAL	<input type="checkbox"/> TUNE UP	<input type="checkbox"/> BRAKE CONTROL	<input type="checkbox"/> BRAKES	<input type="checkbox"/> WHEEL SERVICE	<input type="checkbox"/> TYRES	<input type="checkbox"/> SHOCK ABSORBERS
	<i>6257</i>			<input type="checkbox"/> COOLING SYSTEM	<input type="checkbox"/> A/C	<input type="checkbox"/> BATTERY	<input type="checkbox"/> POWER STEERING	<input type="checkbox"/> LIGHTS				
	<i>EMERGENCY TOW</i>			<i>Labor to diagnose &amp; replace serpentine belt</i>							<i>88.60</i>	
				<i>12398078</i>							<i>56.75</i>	
				<i>the charge 12 hrs - include</i>								
				<i>HOV-UP</i>								

TOTAL PARTS (Refer to Invoice Grid)

ENVIRONMENTAL FEE -  MOTOR OIL  ANTIFREEZE  BATTERY  TIRE

*Paid in Full*  
*CASH*

NAME	LAST	INITIAL	DATE	SIGNATURE	TOTAL PRODUCTS
					<i>88.60</i>
					<i>62.57</i>
					<i>56.75</i>
					<i>16.88</i>

PAY THIS AMOUNT *225.80*





**SALES AND LEASING**  
 730 NORTHERN BLVD.  
 GREAT NECK, NEW YORK 11021  
 (516) 488-6200

**PARTS AND SERVICE**  
 1800 NORTHERN BLVD.  
 ROSLYN, NEW YORK 11576  
 PARTS (516) 825-5400 SERVICE (516) 484-2500

**NO REFUND WITHOUT THIS INVOICE.**  
 20% HANDLING CHARGE ON ALL MERCHANDISE RETURNED FOR CREDIT WITHIN 3 DAYS.

**NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.**  
 PARTS NOT RETURNABLE AFTER 3 DAYS.

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise. Parts are warranted for 90 days against manufacturers defects.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
12 MAR 01		13 MAR 01	13 MAR 01	32784

S  
O  
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O

ACCOUNT NO. 3349763

S  
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T  
O

PAGE 1 OF 1

GARDEN CITY SHELL  
 427 OLD COUNTRY ROAD  
 WESTBURY, NY 11590

QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1		12398078	F-BELT UNI	62.37	53.01	53.01
<p><i>Paid John Cash</i></p> <p><i>Mr. G. Godwin</i></p> <p><i>Copy</i></p>						
<p>*****IMPORTANT*****            CALL US FOR ALL YOUR GM PARTS            ALL YOUR INFINITI PARTS... AND NOW            ALL YOUR JAGUAR PARTS            OUR DIRECT LINE IS 516-625-5400</p>				<p>PARTS 53.01            SUBLET            FREIGHT 0.00            SALES TAX 0.00</p>		<p>53.01</p>



Mr. G. Godwin

"EXPERT BODY WORK DONE"

X  
 CUSTOMER'S SIGNATURE

Cadillac Customer Copy



# Service Satisfaction Survey

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

Home telephone: [redacted]

Change to: ( )

Please provide us with your preferred e-mail address:

Westport NY [redacted]  
[redacted]

Date: [redacted]

Our records indicate that you had your 2000 Corvette serviced at Performance Chevrolet on July 4, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personal and service. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for leaving your vehicle serviced at Performance Chevrolet.

Sincerely,

David L. Wright  
Director - Customer & Relationship Services

09-04-01P10:17 RCVD

### Instructions

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

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

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 4, 2001, COMPLETE THIS SURVEY. \*\***

### About Your Chevrolet Dealership's Service Department

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

### About Your Service Consultant/Advisor

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

1617Y328975116288 05328

2112843082 0000187708 638161

001

118728

**About Your Service Consultant/Advisor - Continued**

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

**About Service Delivery**

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

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

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

**Summing Up Your Experience**

16. Based on this service visit, overall, how satisfied are you with Performance Chevrolet? .....  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied
17. Would you recommend this dealership for service? .....  Definitely Yes  Probably Yes  Maybe  Probably No  Definitely No
18. Overall, how satisfied are you with your 2000 Corvette? .....  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied

19. Do you have any comments/recommendations about your experience? *I would like to compliment Bill on the service but a Performance Dept. is very helpful in the future. It's the only place where you can get a car with a warranty. I should never buy a car with a warranty again. My 2000 Corvette is a PIECE OF CRAP!!!*
20. Are you ...  Male  Female *Not all the trucks are bad - you should give me a low one!!*
21. Your age ...  Under 25  25-34  35-44  45-54  55-64  65 or older
22. May we include your name when providing this information to your dealership?  Yes  No

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

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

Please return this questionnaire in the self-addressed, postage-paid envelope for CHEVROLET MOTOR DIVISION, P.O. BOX 10900, TOLSON, GA 30090-0900

00000114296

VISTA

Aug 25, 2001

I HAVE A SUGGESTION  
FOR YOU!  
CHANGE THE OWNERSHIP  
AT PALANKER CHEV.  
IN WEST BABYLON!  
1-888-51-VISTA

118722

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



AMARILLO , TX



CASE NUMBER: 06402894 VIN: 1G1YY32GXX5103987  
MODEL YEAR: 1999  
DATE OPENED: 2002-02-21 SERIES: UNKNOWN  
DATE CLOSED: 2002-03-06 MILEAGE: 15000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: PLAINS CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 2200 INT HWY 40 E, AMARILLO, TX, 79103, USA

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

M41 Steering Column/Lock/Attaching Parts Excessive Effort  
1 REPAIR ATTEMPT(S) LOCKS INTERMITTENTLY  
TS7 Component Service Letter Customer Satisfaction  
0 REPAIR ATTEMPT(S) 6/75  
SS6 CAC Resolved With Goodwill CAC Resolved With Goodwill  
0 REPAIR ATTEMPT(S) COMP SVC LTR FOR STEERING COLUMN

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\Iexplora.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
  - \* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN  
C:\Progra-1\Plus!\Micros-1\Iexplora.exe  
<http://carsweb/webknowledge/CARSCP/SES/html/ChronicAlerts.htm>]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 3) Determine if TAC was previously contacted or is now necessary
    - 4) Establish & document a diagnosis and repair plan
  - \* Coordinate with dealership to assist with customer's repair request
  - \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe  
<http://carsweb/webknowledge/CARSCP/SES/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

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

BT STATES ORIGINAL OWNER OF VEH. CUST STATES EARLY IN LIFE OF VEH, HAD TO HAVE STEERING COLUMN REPLACED BECAUSE STEERING COLUMN LOCK LIGHT CAME ON, ON WAY TO DLRSHP FOR REPAIR, HAD STEERING COLUMN LOCK AND HAD TO BE TOWED THE REST OF THE WAY. CUST STATES THAT RECENTLY, THE STEERING COLUMN LOCK LIGHT CAME ON AGAIN AND HAD TAKEN TO DLRSHP. CUST STATES VEH OUT OF WARRANTY AND WAS ADV'D WOULD HAVE TO PAY FOR REPAIRS. CUST SEEMS ABST W/REPAIR COST. CRM APOLOGISED FOR CONCERNS AND ADV'D CUST THAT WOULD NEED TO CONTACT DLRSHP. CRM SPOKE TO SVM, J.R., TO FIND OUT HISTORY OF REPAIRS AND IF THIS COULD BE SIMILAR TO CAMPAIGN 01044A.

SVM STATES THAT IT IS A SIMILAR REPAIR, BUT VEH DOES NOT HAVE CAMPAIGN SHOWING ON VISS. SVM STATES THAT WOULD HAVE TO GET REPAIR ESTIMATE BEFORE ADV'ING OF ANY COST ASST. CRM ADV'D CUST OF THIS INFO. CUST STATES VEH CODE WAS CLEARED AND CONCERN IS INTERMITTENT AND VEH IS OPERATING NORMALLY NOW. CUST STATES HE IS CONCERNED W/FUTURE CONCERNS OF THIS TYPE. CRM ADV'D CUST WOULD; 0; 383174378  
2002-02-21

\*CONT\* DO MORE RESEARCH TO DETERMINE IF THERE IS ANY OTHER TYPE OF ASSISTANCE AVAIL. CRM SCHEDULED C/B W/CUST FOR NO LATER THAN FRI BTW 2-4 PM CST. CRM CONFERRED W/TM AND LIAISON RE: CUST CONCERN. CRM CONSIDERING OFFERING CUST COMPONENT LETTER FOR 6/75 DUE TO THE FOLLOWING:

- 1) CUST CONCERN SIMILAR TO THOSE OF OTHER CORVETTES THAT ARE INCLUDED IN CAMPAIGN 01044A, ALTHOUGH CUST VEH NOT INVOLVED,
- 2) CUST CONCERNED W/FUTURE CONCERNS,
- 3) FOSTER DLR/CUST RELATIONS,
- 4) RESTORE CUST FAITH IN VEH AND GM.

CRM WILL REVIEW FURTHER W/TM AND LIAISON. TALIEA POCAIGUE/ATX CARS; 0; 383174525  
2002-02-22

CRM CONTACTED DLRSHP AND SPOKE TO J.R., SVM, TO FIND OUT WHAT PARTS WOULD BE INVOLVED IN REPAIR OF CUST VEH. J.R. STATED THAT HE REALLY COULD NOT BREAK IT DOWN, BUT IN HIS EXPERIENCE, HE HAS HAD TO REPAIR VEHs W/THIS CONCERN, BUT THAT HE HAS REPLACED EXACTLY WHAT IT STATES IN THE CAMPAIGN LETTER. CRM THANKED SVM. CRM CONFERRED W/LIAISON AS TO WHAT COMPONENTS ARE TO BE PUT IN COMP SVC LTR AND WAS ADV'D TO PUT PARTS THAT ARE IN CAMPAIGN NOTICE. CRM SUSPENDING FILE PENDING FURTHER REVIEW. TALIEA POCAIGUE/ATX CARS; 0; 383258726  
2002-02-22

\*\*\*\*CRM NOTING THAT CUST ONLY HAS ONE COMP SVC LETTER OFFER. OTHER COMP SVC LETTER WAS BEING CREATED WHEN CRM HAD A SYSTEM ERROR AND LOST FILE. CRM REITERATING THAT CUST HAS NOT BEEN OFFERED COMP SVC LTR FOR THIS CONCERN BEFORE AND ONE IS A "DUMMY."\*\*\*\*  
TALIEA POCAIGUE/ATX CARS; 0; 383259082  
2002-02-22

CRM REC'D OTS APPROVAL FROM TM, MARCIA HERRMANN, TO MAKE OFFER OF COMP SVC LETTER FOR REPAIRS TO CUST STEERING COLUMN (PARTS FROM CAMPAIGN 01044A) FOR A PERIOD OF 6/75. CRM CONTACTED CUST TO MAKE OFFER OF COMP SVC LTR FOR 6/75. CUST STATES HE ACCEPTS THE OFFER OF COMP SVC LETTER. CRM VERIFIED ADDRESS. CRM ADV'D OF 4-6 WEEK ARRIVAL AND WILL REVIEW W/GWL BEFORE PROCESSING. TALIEA POCAIGUE/ATX CARS; 0; 383259407  
2002-02-22

GWL HAS REVIEWED AND WILL SUBMIT FOR APPROVAL

J HOLDEN HUMPHREYS/GWL/ATX; 0; 383262652  
2002-03-06

GWL NOTES REQUEST IS FULFILLED AND IS CLOSING FILE SATISFIED

J HOLDEN HUMPHREYS/GWL/ATX; 0; 384306327  
2002-03-13

component letter mailed out on 3/4/02; 0; 384884949

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

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

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

MP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:

FINANCE:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

364368

CASE NUMBER: 04439808 VIN: 1G1YY32GKX5116948  
 DATE OPENED: 06/05/01 MODEL YEAR: 99  
 DATE CLOSED: 06/06/01 SERIES: CORVETTE CONVERTIBLE  
 SOURCE: YES MILEAGE: 16080  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: CA  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] GRANITE BAY CA [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 04439808 VIN: 1G1YY32GKX5116948  
 MODEL YEAR: 1999  
 DATE OPENED: 2001-06-05 SERIES: CORVETTE CONVERTIBLE  
 DATE CLOSED: 2001-06-06 MILEAGE: 16080  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: JOHN L SULLIVAN CHEVROLET  
 BRC PARENT: DEALER ADDRESS: 700 AUTOMALL DR., ROSEVILLE, CA, 95661, USA

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	LOCKED UP
A04 Possible Safety Concern	Other
1 REPAIR ATTEMPT(S)	CUST CONCERNED

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

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

Vehicle operation or design  
STEERING COLUMN LOCKS UP

CUST STATES POTENTIALLY DANGEROUS SAFETY CONCERN ---- SIMILAR VEHICLES HAS SAME CONCERN  
IN HIS AREA

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

CUST STATE HAS 99 CHEV CORVETTE; ALMOST WAS IN ACCIDENT; STEERING COLUMN LOCKED UP IN  
TRAFFIC; CUST SEEKS TO HAVE MODIFICATION OF VEHICLE BY NOT HAVING REPLACEMENT LOCK  
SWITCH. CUST STATES TOW OPERATOR ADV HIM OF 3 SIMILAR VEH; CRM ADV CUST WOULD  
CONTACT DLRSHP SVC MGR, GATHER INFO AND RECONTACT HIM AT OFFICE [REDACTED] WITHIN HOUR  
TIME FRAME AS TO RESPONSE

BOB ELLISON/CARS/PDX; 0; 360628735  
2001-06-05

CRM CONTACTED JOHN L SULLIVAN CHEV IN ROSEVILLE CA 916-782-1243 S/W ASST SVC MGR MARK  
CAMPANELLI WHO ADV DEALERSHIP IS REQUIRED UNDER GM VEHICLE WARRANTY GUIDELINES TO REPAIR  
VEHICLE ACCORDING TO ORIGINAL MFG SPECIFICATIONS. FURTHER, MARK ADVISES THAT PASSENGER  
LOCK SYSTEM IS TIED INTO OTHER COMPUTERIZED SYSTEMS AND TO REMOVE IT MAY CAUSE CUSTOMER  
OTHER CONCERNS. DLRSHP ADV CUST IS WELCOME TO TAKE VEH TO ORIG SELLING DEALER SVC DEPT  
FOR SECOND OPINION BUT JOHN L SULLIVAN DECLINES LIABILITY AND RESPONSIBILITY AND WILLING  
ONLY TO REPAIR VEHICLE UNDER TERMS OF ITS WARRANTY AS PER GM ORIGINAL VEHICLE  
SPECIFICATIONS. MARK ALSO STATED THAT CUST CAN TAKE VEH TO NON-GM MECHANIC, HOWEVER ANY  
MODIFICATION TO ORIG MFG SPECIFICATIONS WOULD VOID WARRANTY AND WOULD BE CUST  
RESPONSIBILITY. CRM TO ADVISE CUST

BOB ELLISON/CARS/PDX; 0; 360630402  
01-06-05

CRM RECONTACTED CUST AT WORK NUMBER AD ADVISED GM AND DEALERSHIP DOES NOT RECOMMEND  
REMOVAL OR MODIFICATION OF PASSENGER LOCK SYSTEM WHICH MAY IF INTERFERED WITH CAUSE CUST  
OTHER CONCERNS. CRM ADV GM REQUIRED UNDER TERMS OF WARRANTY DEALERSHIPS TO REPAIR VEHICLES  
AS PER ORIGINAL MFG SPECIFICATIONS. CUST STATES HE HAS CONTACTED HIS ATTY AS HE CONSIDERS  
THIS A POTENTIALLY DANGEROUS SAFETY MATTER, AND WANTS DOCUMENTATION THAT HE HAS ALERTED  
US TO ISSUE. CUST STATES HE KNOWS OF MANY SIMILAR VEHICLES WITH SAME SITUATION. CRM ADV  
CUST OF CHEV ADDRESS AND ADV HIM TO HAVE ATTY ADDRESS ISSUE TO PRODUCT LIABILITY GROUP  
FOR REVIEW. CRM WILL FORWARD FILE FOR REVIEW OF STEERING LOCKUP AS A POTENTIALLY  
DANGEROUS SAFETY ISSUE AND DISPOSITION OF FILE.

BOB ELLISON/CARS/PDX; 0; 360631381

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

GM RESTRICTED

364368

NUMBER OF PEOPLE: 0  
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*CAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:

GM RESTRICTED

364368

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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<b>Case No:</b>	<b>5388262</b>	<b>VIN Number:</b>	<b>1G1YY32GXY5113050</b>	
<b>Date Opened:</b>	<b>5/7/2002</b>	<b>Model Year:</b>	<b>2000</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>Corvette</b>	
<b>Dealer Code:</b>	<b>B47389</b>	<b>MPRange:</b>	<b>8899</b>	
<b>Address:</b>	<b>JON LANCASTER INC MADISON</b>	<b>W</b>	<b>State:</b>	<b>WI</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— COLUMN LOCK SERVICE COLUMN LOCK MESSAGE ENGIN

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/07/2002 14:45:22 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

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

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

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

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

CUSTOMER CONCERN -

SERVICE COLUMN LOCK DISPLAYED

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

DLR STS ENGINE STALLS AND SERVICE COLUMN LOCK MESSAGE

DLR STS VEHICLE HAD 01044A CAMPAIGN DONE AT ANOTHER DEALER

TAC RECOMMENDATION -

ADVISED PI A001782

2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.

ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT

(.8 PPL 1604 FROM BCM CONNECTOR CAVITY A6).

2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR  
BYPASS LATCH RELAY ON A/T)

05/07/2002 14:45:22 HISTORY - BACK

05/21/2002 14:57:14 WROBEL - NEW DLR CALLER'S NAME

(FIRST, LAST, AND POSITION)

RUSS GRAY

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

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

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

DLR STATES:

THE OWNER ALLEGES COLUMN LOCKS WHEN BACKING OUT OF THE DRIVE WAY.  
THEY REPLACED THE IGNITION SWITCH AND THE RELAY FOR THIS CONCERN.

NEW RECOMMENDATIONS

ADVISED OF THE FOLLOWING PI A001782.

2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS  
CONNECTORS.

ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL  
IS NOT USED TO REMOVE IT

(.8 PPL 1604 FROM BCM CONNECTOR CAVITY A8).

2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR  
BYPASS LATCH RELAY ON A/T)

IF THE PROBLEM PERSISTS REPLACE THE ECL ACTUATOR

# TECHNICAL ASSISTANCE SYSTEM

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

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<b>Case No:</b>	<b>3588282</b>	<b>VIN Number:</b>	<b>1G1YY32GXY5113050</b>	
<b>Date Opened:</b>	<b>5/7/2002</b>	<b>Model Year:</b>	<b>2000</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>Corvette</b>	
<b>Dealer Code:</b>	<b>B47389</b>	<b>Mileage:</b>	<b>8889</b>	
<b>Address:</b>	<b>JON LANCASTER INC MADISON</b>	<b>W</b>	<b>State:</b>	<b>WI</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— COLUMN LOCK SERVICE COLUMN LOCK MESSAGE ENGINE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/07/2002 14:45:22 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

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

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

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

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

CUSTOMER CONCERN -

SERVICE COLUMN LOCK DISPLAYED

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

DLR STS ENGINE STALLS AND SERVICE COLUMN LOCK MESSAGE

DLR STS VEHICLE HAD 01044A CAMPAIGN DONE AT ANOTHER DEALER

TAC RECOMMENDATION -

ADVISED PI A001782

2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.

ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT

(.8 PPL 1804 FROM BCM CONNECTOR CAVITY A8).

**2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR BYPASS LATCH RELAY ON A/T)**

**05/07/2002 14:45:22 HISTORY - BACK**

**06/21/2002 14:57:14 WROBEL - NEW DLR CALLER'S NAME**

**(FIRST, LAST, AND POSITION)**

**RUSS GRAY**

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

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

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

**DLR STATES:**

**THE OWNER ALLEGES COLUMN LOCKS WHEN BACKING OUT OF THE DRIVE WAY. THEY REPLACED THE IGNITION SWITCH AND THE RELAY FOR THIS CONCERN.**

**NEW RECOMMENDATIONS**

**ADVISED OF THE FOLLOWING PI A001782.**

**2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.**

**ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT**

**(.8 PPL 1804 FROM BCM CONNECTOR CAVITY A8).**

**2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR BYPASS LATCH RELAY ON A/T)**

**IF THE PROBLEM PERSISTS REPLACE THE ECL ACTUATOR**

**GM REPORTS CORRESPONDING  
TO NHTSA REPORTS**

## GM RESTRICTED

NUMBER: 06715038 VIN: 1G1YY22G015105023  
 DATE OPENED: 04/15/02 MODEL YEAR: 2001  
 DATE CLOSED: 04/23/02 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 2453  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: CA  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] LOS ANGELES CA [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06715038 VIN: 1G1YY22G015105023  
 MODEL YEAR: 2001  
 DATE OPENED: 2002-04-15 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2002-04-23 MILEAGE: 2453  
 SOURCE: Phone DELIVERY DATE:  
 TYPE: Yes DEALER NAME: LA BREA CHEVROLET-BUICK  
 SRC PARENT: DEALER ADDRESS: 400 S LA BREA AVE, LOS ANGELES, CA, 90036, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
 0 REPAIR ATTEMPT(S) locked while driving down PC Highway  
 A07 Referred to Dealer Customer Satisfaction  
 0 REPAIR ATTEMPT(S) Referred to La Brea Chev

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
  - \* Determine Customers expectation
  - \* Validate feature is on vehicle
  - \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
  - \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Core point.htm]]
  - \* Validate with dealership if necessary
  - \* Coordinate with dealership to compare with another vehicle if necessary
  - \* Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

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

Cust states: owns 2001 Corvette & was driving on Pacific Coast Highway when steering column locked & cust & his aunt were vert scared b/c swerved before coming to stop & cars behind almost hit them; cust states no injuries & no Police report filed.

Cust seeks: documentation of safety concern w/ locking steering column.

CRM advises: called La Brea Chev at 323-939-2131 & spoke w/ SVC MGR John Schmidt who said busy dirshp; will inspect tomorrow. CRM will follow-up 04/16 & call cust back 04/17 between 6:00 & 8:00 pm EST. Paul Suppicich/CARS/Tampa; 0; 387758946

2002-04-16

CRM advises: in WKC CRM located info on campaign # 01044 which covers steering column lock in 1998-2000 Corvettes. CRM will follow-up w/ dirshp & call cust back 04/17 between 6:00 & 8:00 pm EST. Paul Suppicich/CARS/Tampa; 0; 387831328

2002-04-17

CUST WTS HE'D LIKE TO SPEAK W/CRM WHO'S ASSIST HIM W/HIS CONCERN. CUST SKS AN UPDATE, SHOULD HE PICK UP HIS VEHOR WHAT SHOULD HE DO. CRM ADV HIM W/THE CRM'S PREVIOUS NOTES...

CRM advises: in WKC CRM located info on campaign # 01044 which covers steering column lock in 1998-2000 Corvettes. CRM will follow-up w/ dirshp & call cust back 04/17 between 6:00 & 8:00 pm EST. CRM ALSO ADV THE CUST CRM WOULD ADV THE CRM ASSIST HIM HE'S CALLED IN FOR AN UPDATE. JOANNE SURITA/ATX CARS; 0; 387920065

2002-04-17

CRM advises: called La Brea Chev at 323-939-2131 & spoke w/ SVC MGR John Schmidt who said battery was leaking acid which caused steering to lock up; according to freeze frame (Tech II) vehicle was NOT in motion when locked. Battery replaced. Paul Suppicich/CARS/Tampa; 0; 387928353

-04-17

Cust states: vehicle WAS in motion when steering column locked up; was travelling on PCH at 60 mph.

Cust seeks: to document dissat w/ La Brea Chev & safety concern.

CRM advises: informed cust that, according to SVC MGR Mr. Schmidt, NO safety issue; vehicle concern resolved. Cust says that prefers svc at Vermont Chev, so CRM referred him to them for future concerns. CRM suspending dissat for TM approval. Paul Suppicich/CARS/Tampa; 0; 387931123

2002-04-18

TL reviewing file and forwarding file back to crm to FYI the AVM, wait 24 hours and if no response send arb letter and close file dissat w/OTS from TM Craig King.

Tricia Williams/cars/Tpa; 0; 387993780

2002-04-18

CRM advises: FYI'd the GM field rep; will wait 24 hours and if no response, will send arb letter and close file dissat w/OTS from TM Craig King. Paul Suppicich/CARS/Tampa; 0;

387999748

2002-04-18

CRM advises: received call from GM field rep who said if referring cust to Vermont, call SVC MGR Mr. Monroe to advise him. CRM called VERMONT CHEVROLET BUICK (VERMONT CHEVROLET INC.) at 213-383-5100 & advised SVC MGR Mr. Monroe that cust may be to him for second expert opinion. Completing dissat as per GM field rep & TM approval. Paul Suppicich/CARS/Tampa; 0; 388005177

2002-04-23

CUST STATES THAT HIS VENS STEERING WHEEL LOCKED, CUST STATES THAT HIS VEH HAD THE BATTERY REPLACED, CUST STATES THAT HE IS AFRAID TO DRIVE VEH, CUST SEEKS TO GET VEH REPAIRED, OR

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

REPLACED. CRM ADVISED THAT I WILL CALL VERMONT AND TALK W/ SVC MGR MR MONROE, WHO SAID  
CUST CAN BRING VEH IN ON TOMMORROW, WED, AND HE WILL HAVE HIS TECH CALL TECH, TO SEE  
WHAT CAN BE DONE. CRM CALLED CHEV ROADSIDE ASS, AND ROADSIDE WILL PICK UP CUSTS VEH TODAY  
TUES. CRM CLOSING FILE CUST SATIS BRENDA ROBERSON/CAC/ATX, 0, 388444550

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,



GM RESTRICTED

PAGE: 5



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

17-APR-2002

Repository

Reference No.  
8007882

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 1G1YY22G01S105023		Make CHEVROLET	Model CORVETTE	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR	
Multiple Failure: 3				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)	Failure Mileage	Failure Speed 60
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/68R15)
DOT No. (Example: D0THAL8AC858)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> PMS Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, and remedy.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Shortest Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (type if old part is synthetic)).

CONSUMER STATES WHILE DRIVING 60 MPH WITHOUT WARNING THE STEERING WHEEL LOCKED RESULTING IN CONSUMER LOSS OF STEERING THIS PROBLEM HAS OCCURRED THREE TIMES DEALERSHIP HAS BEEN NOTIFIED MECHANIC STATES VEHICLE IS SAFE TO DRIVE. GM NOT WILLING TO DO NOTHING. \*TT  
REF. IN BA02-001 \*CJ6

Attach, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Under the authority of 49 CFR Part 561 and 49 CFR Part 563 This information is reported pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

# TECHNICAL ASSISTANCE SYSTEM

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

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<b>Case No:</b>	5569875	<b>VIN Number:</b>	1G1YY22G016106023
<b>Date Opened:</b>	4/24/2002	<b>Model Year:</b>	2001
<b>Date Closed:</b>		<b>Series:</b>	Corvette
<b>Dealer Code:</b>	B20104	<b>Mileage:</b>	24972
<b>Address:</b>	VERMONT CHEVROLET-BULOS ANGELES	<b>State:</b>	CA
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— STEERING ALLEGE STEERING COLUMN LOCK WHILE DR**

**RESOLUTION ABSTRACT-**

**UCC CODE 1—**

**UCC-1 DESCRIPTION— STEERING**

**UCC CODE 2—**

**UCC-2 DESCRIPTION—**

**UCC CODE 3—**

**UCC-3 DESCRIPTION—**

04/24/2002 12:44:36 SBD TEMPLATE - DALEY

STRATEGY BASED DIAGNOSTICS

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

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

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

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

EARIC SAINTALBIN

CUSTOMER CONCERN -

ALLEGE STEERING COLUMN LOCK WHILE DRIVING

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

DLR STS THAT THE CUST ALLEGES THAT THE STEERING COLUMN LOCKED WHILE DRIVING.

DLR STS THAT THE CUST ALLEGES THAT THE CONCERN OCCUR WHILE DRIVING 60 MPH AND ALSO WHILE MAKING A U-TURN.

TAC RECOMMENDATION -

TAC ADV DLR TO CONTACT HIS AVM.

TAC ADV DLR OF A001326:

E482-931 / GM22C

**A001328A 3-19-01 SUPERSEDES A001328 8-30-00**

**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.**

**DLR TO CALL BACK WITH UPDATE.**

**04/24/2002 12:44:36 HISTORY - DALEY**

**04/25/2002 08:19:42 RICHMOND - CONTACTED LIAISON FOR VERIFICATION OF DIRECTION GIVEN (CONTACT AVM). HE AGREED. JR**



U.S. Department  
Transportation  
National Highway  
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DOT Auto Safety Hotline

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FOR AGENCY USE ONLY 1058

Date Received

17-APR-2002

Repository

Reference No.  
6007982

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G015105023		Make CHEVROLET	Model CORVETTE	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR	
Multiple Failure: 3				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)	Failure Mileage	Failure Speed 60	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM5ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident, failure, crash, and injury.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**Narrative Description of Incident(s), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

CONSUMER STATES WHILE DRIVING 60 MPH WITHOUT WARNING THE STEERING WHEEL LOCKED RESULTING IN CONSUMER LOSS OF STEERING THIS PROBLEM HAS OCCURRED THREE TIMES DEALERSHIP HAS BEEN NOTIFIED MECHANIC STATES VEHICLE IS SAFE TO DRIVE. GM NOT WILLING TO DO NOTHING. FT  
REF. IN 6482-031 \*C16

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Under the authority of 49 CFR Part 563, this information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.



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

CUST STS THE STEERING COLUMN IN HIS 2000 CORVETTE LOCKED UP. HE STATED NO EITHER  
 TERMS W/ THE STEERING. THERE HAVE BEEN OTHER PEOPLE THAT HAVE INFORMED THE CUST THIS  
 HAPPENED IN THE PAST. THE CUST IS LEASING THE VEH. THE VEH WAS TOWED TO THE DLRSHIP.  
 THE DLRSHIP STATED THE THEFT CONTROL LOCKED UP AND THE REPAIR WILL BE UNDER WARR. HE  
 STATED THE CONCERN HE HAS REALLY DOESN'T HAVE A FIX. THE PEOPLE THAT INFORMED HIM THEY  
 ALSO HAD THE SAME CONCERN STATED ONCE THE REPAIR HAS BEEN DONE THE STEERING WILL CONTINUE  
 TO LOCK UP. HE STATED THIS IS THE THIRD TIME HE HAS HAD THE VEH TO THE DLRSHIP. HE STATED  
 HIS WIFE WAS SO UPSET THAT SHE CONTACTED A LAWYER AND IF NOTHING CAN BE DONE HE MIGHT  
 HAVE TO BREAK HIS LEASE (THE LEASE IS UP 11/03)  
 CUST SEEKS GUARANTEE THE CONCERN WON'T HAPPEN AGAIN.  
 CRM ADVISED W/ JEAN A SVR ADVISOR. HE STATED THE SVR MGR WAS UNAVAILABLE. HE STATED THE  
 VEH HAS A CODE FOR THE STEERING COLUMN LOCK. HE STATED HE; 0; 388330456  
 2002-04-22

ISN'T SURE WHAT THE REPAIR WILL BE UNTIL THE VEH HAS BEEN DIAGNOSED. THE VEH WAS TOWED  
 IN OVER THE WEEKEND. THE CUST WAS ADVISED THAT THEY ARE NO B.P OR CAMPAIGNS ON THE VEH @  
 THIS TIME. CRM INFORMED THE CUST @ THIS TIME THE DLRSHIP HAS FOUND A CODE IN THE COMPUTER  
 BUT HAVEN'T BEEN ABLE TO DIAGNOSE THE VEH AS OF YET. CRM REASSURED THE CUST THAT ALL THE  
 TECHNICANS @ THE DLRSHIP ARE CERTIFIED. ONCE THE CONCERN HAS BEEN ADDRESS IT SHOULDN'T  
 HAPPEN AGAIN. CRM ADVISED THE CUST THAT @ THIS TIME CAC WOULDN'T BE ABLE TO GUARANTEE  
 THE CUST THE CONCERN WON'T HAPPEN AGAIN. ERICA BOULDIN ATK CAC; 0; 388330471  
 2002-04-23

cust state he called yesterday about his veh. cust is leasing veh from Terry Lee Chevy,  
 cust state his steering column locked up while his wife was driving the veh. cust state  
 his wife has contacted an attorney, cust wife does not feel safe in veh. cust was told  
 that certain 1999 and 2000 were involved in a recall and cust veh is not. cust feels  
 that the problem has not been corrected, the dlr adv cust a part was replaced. cust  
 use adv him to not pick up the veh until GM guarantees them the steering column will  
 lock up again. cust seeks a guarantee.

crm apologized for concern, crm adv cust our mechanics are certified and qualified. crm  
 adv cust WE rely on the dlrs expertise to repair veh, crm could not guarantee cust the  
 component will lock up. crm adv cust theres no campaigns/special policies on veh, crm  
 adv cust if an accident was to occur to contact CAC and WE will file a PAR. crm adv cust  
 crm cannot adv him on legal issues, WE will repair the veh under the terms of the  
 warranty. >>>>>; 0; 388421386  
 2002-04-23

>>>>>crm called Terry Lee Chevy. crm spoke to svr advisor Stew. Stew verified the  
 column lock actuator lock assembly was replaced, crm thanked Stew. crm suspending file  
 for dissatisfied closing for TM Denis Griffin to review.....HOLLIS SIMMONS,TEAM  
 CARS,TPA; 0; 388421643  
 2002-04-23

crm called AVM Roger Schultz (Node 630092, Box 8180) about cust dissatisfaction w/the  
 steering column locking up. crm adv AVM that cust is seeking legal representation about  
 his concerns, crm suspending file until AVM responds.....HOLLIS SIMMONS; 0; 388421909  
 2002-04-26

crm called AVM Roger Schultz (Node 630092, Box 8180) about cust dissatisfaction w/the  
 steering column locking up. crm adv AVM that cust is seeking legal representation about  
 his concerns, crm suspending file until AVM responds.....HOLLIS SIMMONS; 0; 388703836  
 2002-05-08

REVIEWING FILE W/TM DENIS GRIFFIN...HOLLIS SIMMONS,TEAM CARS,TPA; 0; 389740311  
 2-05-23

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

● APOLOGY TO ALL\*\*\* CRM FORGOT TO ADD NOTES TO FILE

CRM RECEIVED MESSAGE FROM AVM, AVM IS NOT AVAILABLE...HAS AN EXTENDED GREETING. CRM RECEIVED OVER THE SHOULDER APPROVAL TO CLOSE FILE DISSATISFIED. NO BBB LTR REQUIRED...HOLLIS SIMMONS, TEAM CARS, TPA; 0; 391043019

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

● PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

● SELLER BAC:

GM RESTRICTED

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

GM RESTRICTED

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
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INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 241

Date Received

23-APR-2002

Repository

Reference No.  
8008373

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date   /  /  

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GLYY22G0Y5118011		Make CHEVROLET	Model CORVETTE	Model Year 2000
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 010000 STEERING	
Multiple Failure:				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 18-APR-2002	Failure Mileage	Failure Speed	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4SABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, and injury(s).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(es).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; its parts repaired or replaced (and if old part is available).

IN REVERSE STEERING LOCKED UP. VEHICLE WAS TAKEN TO DEALER FOR REPAIRS. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION. \*AK  
REF. IN 8A02-031 \*CJS

Attach, if available, Police/Traffic Department Report, Photos, and Repair Invois.

ATTACH ADDITIONAL SLIP(S) IF NECESSARY.

Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GM RESTRICTED

379984

CASE NUMBER: 05252642 VIN: 1G1YY22G1V5101908  
 DATE OPENED: 08/09/01 MODEL YEAR: 97  
 DATE CLOSED: 08/15/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 33000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NY  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] LINDENHURST NY [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05252642 VIN: 1G1YY22G1V5101908  
 MODEL YEAR: 1997  
 DATE OPENED: 2001-08-09 SERIES: UNKNOWN  
 DATE CLOSED: 2001-08-15 MILEAGE: 33000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: DALANKER CHEVROLET-GEO  
 BRC PARENT: DEALER ADDRESS: 670 MONTAUK HWY., WEST BABYLON, NY, 11704, USA

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

M01 Steering General Other  
 0 REPAIR ATTEMPT(S) COLUMN LOCK DURING OPERATION

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

GM RESTRICTED

379984

STATES HE IS AN INDEP. DEALER. CUST STATES HE WAS TEST DRIVING A CAR W/ A CUST WHEN HE STARTED TO TURN OUT ON THE ROAD. CUST STATES STEERING LOCKED AND HE WAS UNABLE TO UNLOCK. CUST STATES HE WAS CONCERNED ABOUT SAFETY. CUST STATES HE CALLED DLR 08-08-01 AND INQUIRED ABOUT RECALL.

CUST SEEKS CHEV ASST W/ COST OF REPAIR.

CRM ADVISE REP'D CAMPAIGNS/ SPEC POL'S--NEG. CONTACTED PETER DAMIANEAS, ASST. SVC MGR. ASVC/MGR STATES VEH IS OUT OF WARR AND CUST IS NOT A REG. CUST. NO GOODWILL IS WARR. CRM ADVISED CUST AND ADVISED IF CAMPAIGN EXISTS HE WILL GET A NOTICE.

LEN BUTLER/ ATK/ CARB; 0; 366222372

2001-08-09

cust states that steering column on vette has locked up and wants to know if there is an open campaign. crm advised cust that there is a campaign but is in regards to model 98-00. cust states that steering column is defective and feels campaign should apply to his veh. crm advised cust that if he wants he can veh to chev dealer and have them diagnose veh. Charlie Zamora/atx/cac.; 0; 366244820

2001-08-15

CUST STATES HAS CALLED DLR THIS MORNING. CUST STATES HAVE PROBLEM WITH STEERING COLUMN THAT LOCKS. CUST STATES WANTS VEH FIXED AT NO COST. CUST STATES IT COULD BE A RECALL. CUST SEEKS COMPLAINT WITH VEH. CRM CALLS DLR AND SPEAKS WITH PETER/SVC MGR ASSIST. PETER STATES THAT THEY CHECKED IN SYSTEM IF IT IS A RECALL. PETER STATES IT IS NOT INVOLVE IN RECALL. PETER STATES CUST DOES NOT HAVE ANY WORK HISTORY AND GOT WITH SVC MGR IF THEY COULD ASSIST. PETER STATES THEY CAN NOT ASSIST DUE TO AGE AND MILAGE. CRM ADVISES CUST THAT WE CAN NOT ASSIST DUE TO AGE AND MILAGE. ALSO, IT IS NOT A RECALL. CUST IS UNSATISFIED. CUST DEMANDS TO SPEAK WITH SUPERVISOR. CRM EXPLAINS TO CUST THAT WE FOLLOW GUIDELINES AND AT THIS TIME WE CAN NOT ASSIST. JEFF/TM PAL ESCALATES CALL AND EXPLAINS THE THING. JEFF CALLS DLR AND SPEAKS WITH PETER/SVC MGR ASSIST. PETER STATES IT IS LOCK MOTOR AND DOES NOT CONCERN WITH WIRING ON RECALLS. JEFF ADVISES CUST OF PETER'S STATEMENTS. CUST IS UNSATISFIED. JAMES GARCIA/CAC/ATX.; 0; 366743021

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

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:  
 DRIVER NAME: DRIVER AGE:  
 DRIVER DISABILITY:  
 OWNER DESCRIPTION:  
 ALLEGED DEFECTIVE COMPONENT:  
 INCIDENT RESULT:  
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
 NUMBER OF PEOPLE: 0 BODY INJURY:  
 INJURIES:  
 WAS ANOTHER VEHICLE INVOLVED:  
 NUMBER OF VEHICLES: 0  
 PROPERTY DAMAGE:  
 WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
 INSURANCE COMPANY ADDRESS:

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

379984

AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:





U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-3-DOT  
(1-888-327-4234)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

Repository

10-DEC-2001

Reference No.  
563652

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G1V5101908		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 28-MAR-01	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING-WHEEL AND HANDLE BAR	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 08-AUG-2001	Failure Mileage	Failure Speed 5
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident, failure, crash(es), and injury(es).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(es).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THE STEERING WHEEL LOCKED WHILE ENGINE WAS RUNNING AND THE VEHICLE WAS IN MOTION, THE CONSUMER WAS UNABLE TO STEER VEHICLE. \*JG REF. IN EA02-031 \*C35

Include, if available: Police/Fire Department Report, Photos, and Receipt Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
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# TECHNICAL ASSISTANCE SYSTEM

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

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<b>Case No:</b>	<b>6546476</b>	<b>VIN Number:</b>	<b>1G1YY22G3V5105300</b>
<b>Date Opened:</b>	<b>6/13/2003</b>	<b>Model Year:</b>	<b>1997</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Corvette</b>
<b>Dealer Code:</b>	<b>B19455</b>	<b>Mileage:</b>	<b>42569</b>
<b>Address:</b>	<b>SUNFAIR CHEVROLET INYAKIMA</b>	<b>State:</b>	<b>WA</b>
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— COLUMN LOCK ALLEGED LOCKED WHILE DRIVING P101**

**RESOLUTION ABSTRACT-**

**UCC CODE 1—**

**UCC-1 DESCRIPTION— STEERING**

**UCC CODE 2—**

**UCC-2 DESCRIPTION—**

**UCC CODE 3—**

**UCC-3 DESCRIPTION—**

**06/13/2003 14:28:08 SBD TEMPLATE - WENGER**

**STRATEGY BASED DIAGNOSTICS**

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

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

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

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

**LESTER BIGELOW (TECH)**

**CUSTOMER CONCERN -**

**ALLEGED STEERING COLUMN LOCK WHILE DRIVING.**

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

**TECH CALLED STATES COLUMN IS STILL LOCKED. TECH STATES AVM IS COMING IN TO LOOK AT THE VEHICLE IN ABOUT 30 MINUTES. TECH JUST WANT TO CALL AND SET A CASE.**

**TAC RECOMMENDATION -**

**ADVISED ON CASE NUMBER.**

**FORWARD TO YB LIAISON AS FYI**

**06/13/2003 14:28:08 HISTORY - WENGER**

**E402-031 / GM21C**

08/16/2003 07:40:05 MIKOLAIZIK - VME CONCERNING THIS CASE TO  
DAVE PEACY THIS AM.  
08/16/2003 17:05:18 MIKOLAIZIK - VME FROM AVM CONCERNING THIS  
VEHICLE. ADVISED AVM VIA RETURN VOICE MAIL TO HAVE DLR INPUT FPR AS PER  
BULLETIN AND DAVE PEACY WOULD FOLLOW UP ONCE THIS IS DONE.  
08/17/2003 08:08:31 MIKOLAIZIK - VME FROM DAVE PEACY STATING HE  
WOULD BE CALLING THIS DLR TODAY TO DISCUSS THIS CONCERN. VME SENT TO AVM  
BOB SHANKLIN WITH INFO ALSO ON VME 80609 58613.  
08/17/2003 10:58:38 WENGER - CALLED DEALER

SPOKE TO LESTER BIGELOW, ADVISED TO FILE A FIELD PRODUCT REPORT  
#02-00-89-002A

08/20/2003 08:04:55 MIKOLAIZIK - ACCORDING TO VME FROM BQM DAVE  
PEACY, THIS VEHICLE WAS INTO THIS DLR PREVIOUSLY FOR SOME FORM OF REPAIR  
TO THE STEERING COLUMN AREA. IT SOUNDED, FROM THE VME, LIKE THE LOCK  
CYLINDER WAS REPLACED. AT THE SAME TIME THE CAMPAIGN SHOULD HAVE BEEN  
DONE ON THIS VEHICLE AND WAS NOT. THE DLR HAS AGREED, ACCORDING TO THIS  
VME, TO REFUND THE OWNER THE COST OF THE PREVIOUS REPAIR AND REPAIR THE  
CURRENT CONCERN AT DLR EXPENSE. THE CURRENT CONCERN DID NOT INCLUDE THE  
STEERING LOCKING UP AND CAUSING ANY KIND OF SAFETY CONCERN. IT WOULD  
APPEAR THAT THE CYLINDER AND/OR OTHER IGNITION COMPONENTS HAVE FAILED AND  
THE VEHICLE IS INOPERATIVE AS A RESULT.

DLR TO PERFORM RECALL CAMPAIGN ALONG WITH REPAIR OF ACTUAL CONCERN. THIS  
RECALL IN EFFECT DISABLES THE STEERING COLUMN LOCK FEATURE AND WILL  
ASSURE OWNER OF NO CURRENT OR FUTURE CONCERNS WITH THIS SYSTEM DUE TO  
THIS BEING AN AUTOMATIC TRANS VEHICLE.



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

17-JUN-2003

Repository

Reference No.  
10023253

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date   /  /  

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G3V5L05300		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 15-JAN-03	Dealer's Name and Telephone Number		Engine: No: Cylinders <u>  </u>	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 012200 STEERING; COLUMN LOCKING; ANTI-THIEF DEVICE	
Multiple Failure: <u>  </u> 2				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-JUN-2003	Failure Mileage 41000	Failure Speed 20	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM15ABCD136)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the accident(s), collision(s), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Accident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; list parts repaired or replaced (omit if old part is available).

MY 1997 C-5 CORVETTE HAS A PROBLEM WITH THE STEERING WHEEL LOCKING UP. THE FIRST TIME IT HAPPEN WHEN MY WIFE HAD IT AT WORK, WHEN SHE WENT TO LEAVE SHE STARTED OUT BUT COULD NOT STEER. THE DASHBOARD READER DISPLAY SAID "COLUMN FAILURE". WHEN CHECKING THE OWNERS MANUAL WE FOUND "COLUMN FAILURE" AND IT SAID TO HAVE VEHICLE TOWED TO REPAIR SHOP FOR SERVICE. THE VEHICLE WAS REPAIRED AT MY EXPENSE BECAUSE GENERAL MOTORS WOULD NOT ADMIT TO A PROBLEM. THERE IS AN ACTIVE RECALL FOR 1998-2002 C-5 CORVETTES FOR STEERING COLUMN LOCKUP, BUT THEY SAID THAT MINE WAS CAUSED BY A DIFFERENT PART AND THEY WOULD NOT HONOR THE RECALL. ON TUESDAY 10 JUNE THE STEERING COLUMN LOCKED UP AGAIN THIS TIME WHILE MY WIFE WAS DRIVING. SHE HAD JUST PULLED INTO TRAFFIC AND HEARD A CLICK AT WHICH TIME THE STEERING LOCKED UP. FORTUNATELY SHE WAS ABLE TO STOP WITHOUT INCIDENT. THE CAR HAD TO SIT PART WAY IN THE ROAD UNTIL A WRECKER WAS DISPATCHED TO TOW IT IN AGAIN. THE SERVICE DEALER HAS HAD THE CAR SINCE THAT TIME AND WE STILL DONT KNOW WHEN OR IF IT WILL BE FIXED. \*JB REF. IN SA02-031 \*CJS

Attach, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

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GM RESTRICTED

376245

CASE NUMBER: 05549138 VIN: 1G1YY22G3W5121384  
 DATE OPENED: 09/20/01 MODEL YEAR: 98  
 DATE CLOSED: 09/20/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 25295  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: MD  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] JOPPA, MD [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05549138 VIN: 1G1YY22G3W5121384  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-09-20 SERIES: UNKNOWN  
 DATE CLOSED: 2001-09-20 MILEAGE: 25295  
 SOURCE: Phone DELIVERY DATE:  
 CASE TYPE: Yes DEALER NAME: J B A CHEVROLET  
 BRC PARENT: DEALER ADDRESS: 7327 RITCHIE HWY, GLEN BURNIE, MD, 21061, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
- \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/carscp/sbs/html/chronic\\_repair.htm](http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.htm)]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
  - 1) Review warranty history on "VIN Profile" tab
  - 2) Contact appropriate Service dealership to discuss
  - 3) Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan

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

376245

Coordinate with dealership to assist with customer's repair request  
 \* Be prepared to answer "I don't want my car anymore / repurchase" [ Vehicle Repurchase  
 Link RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/carscp/sbs/html/sbs\_customer\_requests\_vehicle  
 repurchase.html]

Vehicle repair request - Repair not done

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

CUST STS STEERING WHEEL LOCKED WHILE DRIVING, RESULTING IN HITING CURB, W/O PROPERTY LOSS  
 OR INJURYS.

CUST SKE IF CAMPAIGN # 1044 IS INVOLVED W/ HIS VEH.

CRM ADV HIS VIN IS NOT W/IN PARAMETERS OF CAMP # 1044 AND CONCERN IS WITH STEERING COLUMN  
 LOCK NOT UNLOCKING BEFORE VEH STARTS. CRM CALL SVR MGR AND SHE STS SHE HAS NOT HAD  
 CONCERN W/ VEH LOCKING WHILE DRIVING. CRM OFFERED TO CALL RA AND HAVE VEH TOWED TO DLR  
 FOR DIAGN. CUST DECLINED. CRM ADV CUST TO HAVE VEH DIAGN AS CONCERN COULD BE DIFFERENT  
 BECAUSE CONCERN NOT SAME AS CAMP. CUST UNDERSTOOD.

MARLA THREADGILL/ATK/CARS; 0; 369852047

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

VEH DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

INTERNAL CASE NUMBER: DATE:  
TITLE NAMES:





U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
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(1-888-327-4226)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY Z58

Date Received

20-SEP-2001

Repository

Reference No.  
752413

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G1Y2Z63W5121384

Make

CHEVROLET

Model

CORVETTE

Model Year

1998

Date Purchased  
01-FEB-98

Dealer's Name and Telephone Number

Engine:  
No. Cylinders

Fuel Type:  
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

011000 STEERING:WHEEL AND HANDLE BAR

Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
19-SEP-2001

Failure Mileage

Failure Speed

7

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: D07MALSAC338)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Name:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident, failure, condition, and remedy.)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Provide a description of accident(s), crash(es), and injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

STEERING WHEEL LOCKED UP WHEN GOING INTO DRIVE. ONCE IN DRIVE WHILE MOVING THE ENGINE STOPPED AND I HIT THE CURB TAKING OFF SOME PAINT. IF THIS WOULD HAVE HAPPENED ON A HIGHWAY I WOULD HAVE DIED. I CALLED GM, BUT THEY SAID THAT MY CAR DID NOT HAVE THIS PROBLEM SO THERE WAS NOTHING THEY COULD DO AT THIS TIME. ON THE WEB AND ON YOUR SITE I SEE THAT MY MODEL YEAR DOES HAVE THIS PROBLEM. I SAID TO GM IT SEEMS TO ME THAT THIS WILL ONLY BE A PROBLEM FOR YOU WHEN I AM KILL IN THIS CAR AND MY FAMILY WILL SUE YOU FOR MILLION OF DOLLARS WHICH YOU WILL PAY ONLY TO KEEP IT OUT OF COURT AND THE NEWS PAPERS. I FEEL THAT YOU AT THE NHTSA SHOULD DO WHAT YOU SAY PEOPLE SAVING PEOPLE. IF I WAS THE ONLY PERSON THAT YOU SAVE MAYBE YOU WILL HAVE DONE WHAT YOU SAY. I THINK THE ONLY WAY THAT GM WILL DO ANYTHING IS IF YOU GET INVOLVED. \*AK  
REF. IN EA02-031 \*CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to authority stated in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should be taken appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

384086

CASE NUMBER: 05941716 VIN: 1G1YY22G4X5107446  
 DATE OPENED: 11/28/01 MODEL YEAR: 99  
 DATE CLOSED: 12/14/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 24000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: IL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] JOLIET, IL [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05941716 VIN: 1G1YY22G4X5107446  
 MODEL YEAR: 1999  
 DATE OPENED: 2001-11-28 SERIES: UNKNOWN  
 DATE CLOSED: 2001-12-14 MILEAGE: 24000  
 SOURCE: Phone DELIVERY DATE:  
 TYPE: Yes DEALER NAME: BILL JACOBS CHEV INC  
 SRC PARENT: DEALER ADDRESS: 2001 W JEFFERSON, JOLIET, IL, 60435, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure - defect or damage  
 ( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>  
 ]]
- \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]  
 ( 1st attempt - offer to coordinate repair at a dealership)  
 ( Previous repairs)
  - 1) Review warranty history on "VIN Profile" tab
  - 2) Contact appropriate Service dealership to discuss
  - 3) Determine if TAC was previously contacted or is now necessary

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4) Establish & document a diagnosis and repair plan  
 \* Coordinate with dealership to assist with customer's repair request  
 \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase  
 Link RUN C:\Progra-1\Plus\Micros-1\Iexplor.exe  
 http://carsweb/webknowledge/CARSCF/SBS/html/CustomRequestsVehicleRepurchase.htm]]  
 Vehicle repair request - Repair not done

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

SECOND OWNER: [REDACTED]/1999 CORVETTE/MILEAGE 24,000/BILL JACOBS CHEVROLET/CUST  
 STATES: VEH STERRING COLUM WAS REPAIR SEVERAL TIMES UNDER A CAMPAIGN/CUST STATES: WHILE  
 DRIVING VEH STERRING WHEEL LOCK , FUEL PUMP CUT OFF AND VEH IS NO LONGER OPERABLEAT THAT  
 TIME/CUST STATES L/M FOR LEE PONCHEE SVC MGR @ DLR/CRM CONTACT DLR AND L/M MESSAGE W/  
 LEE PONCHEE SVC MGR BECAUSE SVC MGR IN MTG/CRM ADVISED CUST THAT CRM L/M W/ LEE PONCHEE  
 SVC MGR AND WILL CONTACT CUST BACK ON 11/28/01 BETWEEN 3PM-5PM  
 LEAH GREEN/CARS/TAMPA; 0; 375817542  
 2001-11-28

CRM CONTACTS DLR SPOKE W/ TOM LISK SVC ADVISOR(CORRECTION ON NAME) /DLR STATES CUST IS W/  
 TOM LISK SVC ADVISOR/DLR STATES WAS ABLE TO DUPLICATE ISSUE WILL KEEP VEH OVER NIGHT FOR  
 DIAGNOSE /DLR STATES WILL GIVE CUST RENTAL CAR UNTIL TOMORROW ON 11/29/2001/CRM ADVISED  
 CUST AND DLR WILL CALL BACK ON 11/29/01 BETWEEN 1PM-3PM  
 LEAH GREEN/CARS/TAMPA; 0; 375829273  
 2001-11-28

PLEASE DISREGUARD COMMENTS THAT STATES CRM CONTACTS DLR SPOKE W/ TOM LISK  
 LEAH GREEN/CARS/TAMPA; 0; 375839784  
 2001-11-28

CRM CONTACT CUST/CRM ADVISED CUST THAT CRM IS WAITONG FOR SVC MGR TO RETURN CALL WILL  
 CONTACT CUST ON 11/29/01 BETWEEN 1PM-3PM FOR FOLLOW-UP.  
 LEAH GREEN/CARS/TAMPA; 0; 375839963  
 2001-11-29

CRM COMACT DLR L/M FOR LEE POCHEE SVC MGR @PH# 815 725 7110/CRM CONTACT CUST L/M CRM  
 ADVISED CUST THAT CRM HAD L/M FOR LEE SVC MGR AND WILL CALL BACK CUST W/ UPDATE ON  
 11/30/2001 BETWEEN 2PM - 4PM  
 LEAH GREEN/CARS/TAMPA; 0; 375913075  
 2001-11-29

CUST STATES VERY WORRIED ABOUT VEH. CUST STATE DOES NOT FEEL SAFE IN VEH DUE TO STERRING  
 COLUMN ISSUE. CUST SEEK REASSURACE THAT THIS WILL NOT HAPPEN AGAIN SINCE THIS IS THE  
 THIRD TIME VEH HAS BEEN IN. CRM ADVISED CUST WOULD INPUT ALL CONCERNS TO REQUESTAND  
 FORWARD BACK TO LEAH GREEN, ORIGINAL CRM ASSISTING CUST. CUST ADVISED WOULD BE AT  
 FOLLOWING NUMBER FOR CALL BACK ON 11/30/01: 708-614-3674. CARRIE SMITH/CAC/PDX; 0;  
 375920299  
 2001-11-29

\*TM NOTES: CRM discussed case with TM. TM approves forwarding case to previous CRM.  
 Douglas Heidland/TM/CARS/PDX; 0; 375920337  
 2001-11-30

11/30/01>CRM CONTACT DLR L/M FOR LEE POCHEE SVC MGR @PH# 815 725 7110/CRM ALSO SPOKE W/  
 EDDIE SVC WRITIER/DLR STATES FIRST PARTS WERE DEFECT PARTS/DLR STATES THEIR WAITING ON  
 NEW PARTS TO REPAIR VEH /LEAH GREEN/CARS/TAMPA; 0; 375993253  
 11-11-30

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

364086

12/01/01>CRM CONTACT CUST L/M FOR CRM ADVISED CUST THAT CRM HAD CONTACT DLR FOR UPDATE AND WILL CONTACT CUST BACK ON 12/04/01 BETWEEN 2PM - 4PM.  
LEAH GREEN/CARS/TAMPA; 0; 376003728  
2001-12-05

12/05/01>@2:27PM>CRM CONTACT CUST L/M CRM WILL CONTACT CUST BACK ON 12/07/01 BETWEEN 6PM - 8PM.  
LEAH GREEN/CARS/TAMPA; 0; 376432102  
2001-12-07

12/07/01>CRM CONTACTED DLR AND SPOKE W/SVC MGR, LEE POCHER @PH# 815 725 7110. SVC MGR STATED THAT VEH WAS REPAIR AND WORKING PROPERLY. SVC MGR STATED FIRST PARTS USED FOR CAMPAIGN REPAIR WERE RECALL AND DLR REPLACED RECALL PARTS W/ NEW PARTS.  
LEAHGREEN/CARS/TAMPA; 0; 376618316  
2001-12-14

12/14/01>CRM CONTACTED CUST. CUST STATES VEH IS REPAIR AND WORKING PROPERLY. CUST STATES HE MAILED REPAIRS RECORDS INTO ATTORNEY GENERAL IN IL AND NHTSA. CUST STATES HE SATISFIED W/ REPAIR, SVC, AND GM AT THIS TIME. CUST STATES IF THE VEH FAILS AGAIN HE WOULD LIKE REPURCHASE FOR VEH.  
LEAH GREEN/CARS/TAMPA; 0; 377229294

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
  
MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:  
  
WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:

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384086

RE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

TRADE:

REPERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

DATED:

IF SO, WHERE:



 U.S. Department of Transportation National Highway Traffic Safety Administration	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> 1-888-DASH-2-DOT (1-888-337-4238) INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a>		FOR AGENCY USE ONLY 20	
	Date Received 11-FEB-2002		Repository <input type="checkbox"/> Reference No. 9005928	
<b>OWNER INFORMATION (Type or Print)</b>				
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.				
Signature of Owner _____ Date: / /				
<b>VEHICLE INFORMATION</b>				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G4X5107445		Make CHEVROLET	Model CORVETTE	Model Year 1999
Date Purchased 22-JUL-00	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR Multiple Failure: 3	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
Incident Date(s) 22-OCT-2001	Failure Mileage	Failure Speed 5		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: D0THAL5ABC836)	<input type="checkbox"/> Original Equipment Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:		Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure. List parts repaired or replaced (and if still part is available).				
STEERING KEEPS LOCKING UP AND CANNOT RELEASE STEERING WHEEL LOCK. BAD ACTUATOR AND RELAY, REPLACE ACTUATOR AND COLUMN LOCK RELAY AGAIN DUE TO POSS FAULTY RECALL PART. RECALL ON STEERING, HAD NO PROBLEM UNTIL AFTER THE RECALL WAS DONE. COLUMN LOCK LIGHT COMES ON, CAUSE SHORT, REPLACE COLUMN LOCK. ROOF LATCH RUBBER COVER FELL OFF, CAUSE BROKEN, RED RIDER RUBBER LATCH. REPLACE HAZARD WARNING SWITCH, REMOVE DASH PAD AND REPLACE HAZARD SWITCH. REF. IN EA02-031 *CJS				
Attach, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY.</span>				
<small>Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with an administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small>				

GM RESTRICTED

352024

CASE NUMBER: 01620270 VIN: 1G1YY22G6W5103994  
 DATE OPENED: 09/19/00 MODEL YEAR: 98  
 DATE CLOSED: 11/17/00 SERIES: CORVETTE COUPE  
 SOURCE: MILEAGE: 26500  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: OH  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] WASHINGTON COURTHOUSE  
 OH [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 01620270 VIN: 1G1YY22G6W5103994  
 MODEL YEAR: 1998  
 DATE OPENED: 2000-09-19 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2000-11-17 MILEAGE: 26500  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: DEALER NAME: BILL SWAD CHEVROLET INC  
 BRC PARENT: DEALER ADDRESS: 100 S HAMILTON RD., COLUMBUS, OH, 43213, USA

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

N01 Electrical General  
 0 REPAIR ATTEMPT(S)

Technical Bulletin  
 98836310

N01 Steering General  
 0 REPAIR ATTEMPT(S)  
 ONCE WHILE VEH WAS STATIONARY.

Other  
 LOCKED UP ONCE WHILE VEH WAS MOVING, AND

N01 Electrical General  
 0 REPAIR ATTEMPT(S)

Other  
 WHEN BRAKING HEADLIGHTS FLICKER

Dissatisfaction with dealers sales and finance

INFORM THE CALLER:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's 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".

CPM INSTRUCTIONS:

The caller is dissatisfied go to the Additional Information screen to document their concern with the appropriate UCC code and comments.

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

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

CUST STATES WOULD LIKE THE NUMBER TO THE AREA REP. CRM STATES LET ME GET INFO, AND ASSIST. CUST STATES VEH IS AT HOME NOW, BUT WIFE IS AFRAID TO DRIVE VEH FOR A FEW DIFFERENT REASONS. CUST STATES 1. ELECTRICAL CONCERNS SINCE DAY ONE, WHEN BRAKING, HEADLIGHTS GO DIM, WHEN DRIVING AND USING WINDOW CONTROL DASH AND HEADLIGHTS FLICKER. \*2. VERY NOIST ELECTRICAL FUEL PUMP. CUST STATES THEIR IS; 0; 338244703  
 2000-09-19

CUST STATES \*2. VERY NOISY ELECTRICAL FUEL PUMP. CUST STATES THERE IS A TECH BULLETIN ON FUEL PUMP, NUMBER 98836310. KNOWN PROBLEM. DLR HAS NOT REPLACED FUEL PUMP. \*\*3. CUST STATES TWICE NOW, ONCE WHILE MOVING (30 MPH) STEERING WHEEL LOCKED UP. KNOWN PROBLEM. TECH BULLETIN, SOLUTION IS TO TAKE DEY OUT FOR 10 SECONDS, PUT BACK IN AND IT FIXES ITSELF. KIMBERLY PRICE/PDX.; 0; 338244909  
 2000-09-19

CUST SEEKS FINAL RESOLUTION, AND/OR NEW VEH. CRM CALLED SVC MGR WHO WAS ON A TEST DRIVE. CRM WILL CALL LATER. CRM WILL FIND OUT IF TAC HAS BEEN INVOLVED, AND MAYBE WE NEED TO CONTACT AVM. KIMBERLY PRICE/PDX.; 0; 338244987  
 2000-09-19

CRM ADVISES CUST WILL RESEARCH AND CALL CUST W/ A PLAN OF ACTION. KIMBERLY PRICE/PDX.; 0; 338245012  
 2000-09-19

VEH SWAD CHEVROLET IS IN COLUMBUS, OHIO, NUMBER IS [REDACTED]  
 KIMBERLY PRICE/PDX.; 0; 338247844  
 2000-09-19

CRM CALLED SVC MGR, KIP SMITH, WHO STATES ELECTRICAL CONCERNS ARE A KNOWN CONCERN, AND ALL CORVETTE'S OF THIS YR/MAKE/MODEL ARE LIKE THIS, AND THERE IS NOTHING WE CAN DO AT THIS TIME. KIP STATES CUST WILL NEED TO BRING VEH IN FOR REPAIR ON THE FUEL PUMP. KIP STATES AS FAR AS THE STEERING WHEEL CONCERN GOMS WE FIXED WIRE UNDER HOOD, AND IGNITION CYLINDER REPLACED, SHOULD NOT NEED TO BE REPAIRED. CRM WILL CALL CUST TO ADVISE. KIMBERLY PRICE/PDX.; 0; 338248556  
 2000-09-19

CRM ATTEMPTED TO CALL CUST. DID'NT LEAVE VME. WILL TRY LATER. KIMBERLY PRICE/PDX.; 0; 338248626  
 2000-09-19

CRM CALLED CUST AND LEFT A VME ADVISING CUST OF THE SVC MGR'S STATEMENTS. SEE COMMENTS BELOW. KIMBERLY PRICE/PDX.; 0; 338250890  
 2000-10-02

rom: Richard Mills <ramills@vasp.com>  
 To: Chevrolet Motor Division <cam@chevrolet.com>  
 Subject: Talk to Chevy (Dealer Comment)

-----  
 Type of Request : Dealer Comment  
 of Response : US MAIL  
 Requester Name : [REDACTED]  
 Address : [REDACTED]

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352024

Washington Courthouse, OH [REDACTED]  
 Phone Number : [REDACTED]  
 VIN : [REDACTED]  
 Inquired Vehicle : Corvette  
 Comments :

We have been trying to get the electrical problems, and the steering wheel lockup problems on our 98 Corvette fixed by Bill Swad Chevrolet in Columbus, OH for 2 months now, ever since we bought it. When I mentioned a very loud fuel pump noise, we were told to turn up the radio. It wasn't until I researched the internet, found the TSB on the Corvette fuel pump problem, and actually gave them the number, that they actually agreed to fix it. (83-63-10A) The headlights flicker constantly whil; 0; 339387324  
 2000-10-02

ical problem, and when I called Bill Swad Chevrolet and talked to the service advisor, Mark, about the problem Gretchen is having with the car, his response was "Boy, I'd sure like to have whatever drug she is on." That is so insulting. I am so fed up with this dealership and this car, I would sell it tomorrow, take a loss, just to get rid of it. And I can assure you, a General Motors vehicle will not be one of our choices. And we will continue to let everyone we know who is considering a new car purchase, exactly how we have been treated from both Bill Swad Chevrolet and General Motors. I sincerely doubt that GM or Swad will crumble and fall for our lack of business, or the business of our friends, but I refuse to be insulted that way, and I refuse to continue to have a business relationship with a manufacturer and dealer who treats our car problems with such a cavalier attitude. We'll just spend our money elsewhere. In addition, we will be adding our names to the list

cont>> 0; 339387345  
 2000-10-02

of corvette owners who have complained about these problems to the NHTSA. Between Gretchen, me and her brother, this is about our 10th Corvette. I don't see 11 in our future.

-----  
 Email Address: [REDACTED] 0; 339387356  
 2000-10-02

CRM had entered in cust e-mail and sent cust response. CRM sent e-mail to previous crm that file had been updated. LR/ATK/Lead Mgmt; 0; 339387899  
 2000-10-03

CRM REC'D TM. (SUE BURTON) APPROVAL TO CALL THE AVM. CRM GAVE AVM A HEADS UP ON WHAT THE CUST IS ALLEGING. WILL WAIT FOR A RESPONSE. KIMBERLY PRICE/PDX.; 0; 339466896  
 2000-10-03

OWNER OF THE VEH IS [REDACTED] .....; 0; 339456486  
 2000-10-03

CRM REC'D RESPONSE FROM AVM, STATING MARK THE SVC ADV HAS BEEN TERMINATED FOR SUCH A THING AS RUDE COMMENTS JUST LIKE OUR CUST, [REDACTED] HAS EXPERIENCED. AVM, GARY FRANTZ, STATES WE WOULD LIKE TO OFFER THE CUST REIM OF ONE MONTHLY PAYMENT, OR LEASE PAYMENT, TO SHOW CUST SOME GOODWILL. CRM ATTEMPTED TO CALL CUST, LEFT VME STATING WILL CALL TOMORROW TO INFORM OF WHAT COURSE OF ACTION HAS TAKEN PLACE. CRM WILL CALL CUST TOMORROW. KIMBERLY PRICE/PDX.; 0; 339469883

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

352024

● -10-03

CRM CALLED HOME NUMBER, AND LEFT A VME STATING THE OFFER. CRM WILL CALL TOMORROW TO MAKE THE OFFER, AND WILL CALL AVM IF CUST ACCEPTS. KIMBERLY PRICE/PDX.; 0; 339470108  
2000-10-09

CRM ATTEMPTED TO CONTACT CUST. NO ANSWER. WILL TRY LATER. KIMBERLY PRICE/PDX.; 0;  
339960833  
2000-10-09

CRM CALLED CUST AND LEFT A VME, STATING WHAT AVM'S RESPONSE IS, AND IF CUST ACCEPTS THE OFFER TO PLEASE CALL US BACK, HAVE FILE DOC'D, AND I WILL MAKE SURE THAT IT GETS TAKEN CARE OF. THANK YOU FOR CHOOSING CHEV. KIMBERLY PRICE/PDX.; 0; 339974699  
2000-10-10

CUST CB STATING SHE DOES WANT THE OFFER BUT SHE ALSO WANTS AN EXTENDED WARR. CRM TOLD CUST I WOULD GET AHOLD OF PREV CRM AND ONE OF WOULD BE CONTACTING THE CUST. JULIE HARRISON/PDX; 0; 340048379  
2000-10-10

CRM CALLED CUST, LEFT A VME, STATING CUST HAS A GMPP 60/75 NOW. AND CRM WILL MAKE SURE THE NECESSARY ARRANGEMENTS ARE BEING MADE. CRM WILL CALL GMAC, AND AVM IF NECESSARY. KIMBERLY PRICE/PDX.; 0; 340049672  
2000-10-10

CRM CALLED FINANCE MGR, DJ, WHO DID NOT KNOW WHAT PROCEDURE TO FOLLOW. CRM OBTAINED TM APPROVAL, BARBARA SCHARF, TO CALL THE AVM. CRM CALLED THE AVM TO FIND OUT WHAT PROCEDURE FOLLOW FOR REIM ON 1 MONTHLY PAYMENT, AND TO SEE IF FEELS IT NECESSARY TO EXTEND THE GMPP. CRM WILL WAIT 24 HRS FOR A RESPONSE FROM THE AVM. KIMBERLY PRICE/PDX.; 0;  
340052139  
2000-10-10

CUST CALLING STATED THAT PREVIOUS CRM TOLD CUST ALREADY HAD A GMPP. CUST SEEKS TO KNOW IF SHE DOES ALREADY HAVE ONE OR IF IT IS TRYING TO GET APPROVAL FOR HER TO GET ONE. CRM NOT SURE DUE TO NOTES SAYING SHE HAS ONE AND WAS TOLD SHE HAS ONE, BUT VIN PROFILE SHOWS THAT SHE DOESN'T HAVE ONE AND ONE IS WAITING APPROVAL FROM AVM. CRM ADVISED CUST THAT WILL CONTACT PREVIOUS CRM TO FIND STATUS OF IF A GMPP IS APPROVED BY AVM. CRM ALSO STATES THAT CUST CURRENTLY DOESN'T HAVE A GMPP. CRM STATED THAT WILL HAVE ORIGINAL CRM CONTACT WHEN HEARS FROM THE AVM. ELIZABETH JUDEB/PDX; 0; 340054357  
2000-10-10

CRM CALLED CUST, AND LEFT A VME STATING THAT CUST DOES HAVE A GMPP, MAJOR GUARD, 60/75. (LOOK UNDER VIN ALERTS). CRM STATES WILL CALL TOMORROW W/ AN UPDATE. KIMBERLY PRICE/PDX.; 0; 340056645  
2000-10-11

CUST STATES THE VEH HAS NUMEROUS PROB ON ELECTRICAL SYSTEMS, STEERING COLUMN LOCKS UP, AT TIMES AND CUST DOES NOT FEEL SAFE IN THE VEH WHILE DRIVING...CUST STATES THE LAST CRM LEFT A MSG ABOUT NO EXT WRNTY FOR VEH...CUST SEEKS TO GET THE EXT WRNTY FOR THE VEH BASED ON THE AMOUNT OF PROB...CRM WILL CALL DLSP...CRM CALLED DLR AND ASKED FOR THE SVC BUT HE WAS NOT IN AT THE TIME...CRM CAN CALL BACK IN HALF AN HOUR FOR THE SVC MGR TO ASK FOR THE GMPP...CRM ADVISED CUST WIL FOLLOW-UP AND CALL LATER TODAY WITH INFO...CUST AGREED TO ACTION...

BENNY WASHINGTON/CARS ATK; 0; 340146219

● -10-11

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

352024

● CALLED DLRSHP AND SPOKE TO JACE THE SVC ADV WAS THE ONLY ONE THERE STILL AS THE DLRSHP  
 CLOSED AT 5:00 PT..HE STATES THE PRVY CUST NOTICED THE VEH THERE AT THE SHOP AND WAS  
 ASKED IF HAD ANY PROB WITH THE VEH AND PRV OWNER SAID NOT ANY PROB, ALTHOUGH DLRSHP  
 REPAIRED CERTIAN THING S IE. CYLINDER IGNITION,FUEL PUMP, AND CHECKED HEADLIGHTS,PLUS  
 OTHER COMPONENTS...DLR STATES CUST IS COVERED FOR PARTS 12/12 THAT STILL IS UNDER 3/36 AT  
 PRESENT MILES...DLR ADVISE CUST TO PURCH EXT GMPP IS SHE FEELS ITS IS NECESSARY..CRM  
 WILL CALL CUST ON TOMORROW AND EXPLAIN THE ADVISE FOR THE WRNTY COVERAGE....  
 BENNY WASHINGTON/CARS ATX. ( NEXT CRM ALARM ME IF CUST CALLS); 0; 340156157  
 2000-10-11

CRM HAS CONTACTED THE AVM. NO RESPONSE. HAS PUT IN A 2ND CALL TO AVM TODAY. CUST DOES  
 HAVE A GMPP 60/75, SEE VIN ALERTS. THIS CRM HAS OWNERSHIP OF THIS FILE. CRM CALLED HOME  
 NO., TO GIVE CUST AN UPDATE, NOT HOME, WILL TRY LATER. CRM WILL CALL OFFICE NO., AND  
 LEAVE A VME UPDATE FOR [REDACTED] KIMBERLY PRICE/PDX.; 0; 340157060  
 2000-10-12

AVM GARY FRANCH CALLED TO UPDATE AND REVIEW FILE. AVM STATED THAT THE CURRENT CUST IS NOT  
 THE ORIGINAL OWNER OF VEHICLE.AVM STATED THAT THE CURRENT CUST HAD PURCHASED THE VEHICLE  
 W/ OVER 22,000 MILES. AVM STATED THAT HE CALLED GMPP AND VERIFIED THAT THEVEHICLE DOES  
 NOT HAVE A EXTENDED SERVICE CONTRACT. THE ONLY HISTORY W/ GMPP IS THAT [REDACTED] A  
 PAST OWNER OF THE VEHICLE CANCELED A GMPP ON JULY 15. AVM STATED THAT HE BELIEVES THE  
 CURRENT REGISTERED OWNER IS [REDACTED] AVM STATED THAT DUE TO THE DISCOURTEOUS  
 TREATMENT AT THE DLRSHP IN WHICH ONE SERVICE ADVISOR WAS RELEASED HE IS SETTING UP FOR  
 THE CUST TO HAVE ON PAYMENT ON THE VEHICLE TO BE MADE ONCE THE PAYMENT AMOUNT IS  
 DETERMINED. AVM STATED THAT THERE WILL BE NO OFFER OF OR EXTENSION OF A GMPP TO THIS  
 CUST. CHRISTOPHER PIACENTII/ AVM TEAM/ TAMPA; 0; 340219532  
 2000-10-12

● CRM WILL CALL CUST TO ADVISE THAT ONE MONTHLY PAYMENT WILL BE REIM, AND AVM IS MAKING THE  
 ARRANGEMENTS. CRM WILL ADVISE THAT WE WILL NOT OFFER A GMPP, AND GMPP HAS BEEN  
 CANCELLED. KIMBERLY PRICE/PDX.; 0; 340223388  
 2000-10-12

CRM CALLED CUST AT HOME, LEFT VME STATING AVM WILL BE HANDLING THE REIM FOR THE ONE  
 MONTHLY PAYMENT, AND GMPP IS NOT ATTACHED TO THIS VEH, BUT CUST STILL HAS TIME TO  
 PURCHASE A GMPP WHILE STILL IN WARRANTY. CRM GAVE 800 NO., AND REQUEST NO., FOR  
 FURTHERQUESTIONS. THANKED FOR CHOSING CHEV. KIMBERLY PRICE/PDX.; 0; 340224025  
 2000-10-12

CRM CALLED TO UPDATE CUST LEFT MSG THAT THEIR ARE NO ASSIST FOR THE EXT WRNTY OTHER THAN  
 12/12 ON THE PARTE AND CUST CAN PURCH GMPP BUT THEIR IS NOT ONE ON ALREADY...  
 BENNY WASHINGTON/CARS ATX; 0; 340224136  
 2000-10-12

the cust called wanting to speak to KPrice,the crm offered asst,the crm stated to the  
 cust according to the previous comments the avm has approved the cust being reim for one  
 monthly payment,but no extended warranty is attached,and the cust was told sheis welcome  
 to purchase and extended warranty before the vehicle is out of warranty,the cust stated  
 she does not approve of this,the cust stated she purchased this vehicle USED and has had  
 this problem since day of purchase..the cust wants to talk to the avm,the crm stated  
 there was no way to determine whether or not if the vehicle had this problem before the  
 cust purchased the vehicle,the cust refuses to accept no,crm stated no promise could be  
 made that the avm would meet w/the cust,crm made attempt to speak to avm,he was out of a  
 test drive.....crm will try again.....rballard/austin; 0; 340228884

-10-12

GM RESTRICTED

352024

called and spoke to the svr, Kip and stated the cust requested to speak to the svr because she feels she should be issued an extended warranty, the svr agreed w/the crm due to the fact the vehicle was purchased used the svr would not agree to a meeting, he stated the cust was welcome to purchase an extended warranty while the vehicle is under warranty but the it would not be issued to her at no cost to her, the crm called and left message for cust, and suggested if the cust has any concerns w/the vehicle to call the dealer for inspection.....rballard/austin; 0; 340233152

2000-10-19

CRM CALLED CUST AS PER AN ALARM REQUEST. CUST NOT HOME. CRM LEFT A VME, AND PHONE NO., AND REQUEST NO. KIMBERLY PRICE/PDX.; 0; 340842279

2000-10-27

CORRECTION OF NAME OF CUST SHOULD BE [REDACTED]//////PER CUST CONV PHONE [REDACTED]  
 [REDACTED]///CUST SEEKING CONFIRMATION OF LEASE PAYMENT//////CRM CONTACTED  
 DLRSHF/KIP//UMANARE//////CRM ADV WILL CALL AVM AGAIN TO HAVE HIM CALL US WITH HIS  
 PROCEDURE FOR THIS LEASE PAYMENT/PER DLRSHF IT SHOULD BE IN THE FORM OF REIMB TO DLRSHF  
 WHICH IS THEN REIMB TO CUST//////CUST LEASE IS [REDACTED]---PROVIDENT AUTO LEASE  
 /// [REDACTED] CINCINNATI OH [REDACTED] PHONE [REDACTED] ACCT #  
 [REDACTED]////// [REDACTED]...; 0; 341506326

2000-10-27

ALL CRMS OTHER RECORDS ARE [REDACTED] AND [REDACTED] ALL ARE FOR THIS CUST/NOT  
 [REDACTED]///THIS RECORD SHOULD BE FOR [REDACTED] NOT [REDACTED]//////CRM MESSAGING  
 AVM AND WHEN RESPONSE RECEIVED PLZ CALL CUST TO UPDATE.; 0; 341506384

2000-10-30

called, for update on call back from avm. cust seeks veh fix asap or out of veh. states feels dlr not working with her on fix. states veh is not safe to drive. states just stops running. cust states seeks call back from zone rep. states seeks some one in upper mag to take over. states veh has been in shop more than on the road. states will not drive veh now untill veh is safe. crm advised cust last crm is awaiting a call back from the zone rep. crm advised that crm will call back as soon as an update is avable. crm advised cust will put her statment in file for review by zone rep. crm will call dlr in her area for possible shop that has worked on corvettes. cust states dlr last crm gave cust stated to cust they have only worked on 4 to date. cust states has lost faith in veh, and dlr. crm will call back cust with any update avable on dlr @ [REDACTED]  
 CRM WILL ALSO CHECK FILE FRI FOR POSSIBLE UPDATE FROM AVM. ANNA NELSON/TAMPA.; 0;  
 341769000

2000-11-03

CUST STATES KIP AT DLR WITH INPUT BY PHONE FROM AVM, TOLD CUST THEY WOULD MAKE ONE LEASE PAYMENT...CUST STATES SHE CALLED THIS DATE RE: CHECK AND WAS TLD BY KIP THAT IT WAS NOT SENT BECAUSE THEY DID NOT HAVE AMOUNT OF PAYMENT...CUST GAVE FIGURE TO KIP WHO SAID CHECK WOULD BE MAILED TODAY....CUST ASKED IF WE WOULD CALL AND VERIFY PAYMENT SENT....CRM CALLED FOR KIP WHO HAD JUST LEFT FOR WEEKEND AND WAS TOLD NO WAY TO VERIFY THAT CHECK WAS SENT BUT IF KIP SAID IT WOULD BE IT WILL BECAUSE HE IS THE MANAGER....INFORMATION GIVEN TO CUST WHO SAID SHE WILL APPRECIATE CALL WHEN MSG IS GIVEN TO US FROM AVM.....HELENA MAC LACHLAN/ATX/CARS; 0; 342124221

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

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:  
 DRIVER NAME: DRIVER AGE:

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

352024

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

STAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVABLE:

MILEAGE @ BUY-BACK: 0

BEC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

GM RESTRICTED

352024

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

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

\*\*\*\*\*BEC CONTACT INFORMATION\*\*\*\*\*  
 NAME: CONTACT NUMBER: 1  
 COMPANY: CONTACT TYPE:  
 CONTACT PHONE:  
 ADDRESS:



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 258

Date Received

19-SEP-2000

Repository

Reference No.  
731839

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 9/19/00

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1Y22G6W5103994		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 01-AUG-00	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING-WHEEL AND HANDLE BAR	
Multiple Failure: 2				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 07-SEP-2000	Failure Mileage	Failure Speed 35	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4SABC836)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Name:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure  
(e.g., parts repaired or replaced (and if old part is available)).

ON TWO OCCASIONS, ONCE WHILE DRIVING AT 35MPH, THE STEERING COLUMN COMPLETELY LOCKED UP AND COULD NOT CONTROL VEHICLE. NARROWLY MISSED BEING IN AN ACCIDENT. UPON RESEARCHING THIS PROBLEM, IT HAS BEEN REPORTED BY OTHER CORVETTE OWNERS. THE DEALERS SOLUTION WAS TO REMOVE THE KEY FOR 10 SECONDS AND TRY AGAIN. THIS IS UNACCEPTABLE AND VERY DANGEROUS. I AM NOW AFRAID TO EVEN DRIVE THE CAR. WILL IT TAKE A HEAD ON COLLISION BEFORE GM FIXES THIS VERY UNSAFE DEFECT? PLEASE SEND WHATEVER PAPERS NECESSARY TO SIGN SO THAT THIS IS THOROUGHLY INVESTIGATED. REF. IN BA02-031 \*CIS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to a authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect, if the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



EDISON , NJ [REDACTED]

CASE NUMBER: 01001816 VIN: 1G1YY22G7V5109222  
MODEL YEAR: 1997  
DATE OPENED: 2000-07-25 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-07-25 MILEAGE: 16000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME:  
ERC PARENT: DEALER ADDRESS:

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

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

STEERING COLUMN

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

CUST STATES HE HAS HAD A PROBLEM WITH STEERING COLUMN LOCK WHILE DRIVING. CUST STATES HE HAS HEARD OF A PROBLEM WITH VEH FROM 1997 THROUGH 2000. CUST STATES HE HAS TAKEN HIS VEH IN DOBRIDGE. CUST GAVE ADDITIONAL WEB SITES FOR INFO. WWW.C5-CORVETTE.COM; 0; 333396201

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:  
ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:  
MSRP: NADA: 0  
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:

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

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

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



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 258

Date Received

01-AUG-2000

Repository

Reference No.  
726350

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY23G7V5109222		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 01-JUN-00	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 012200 STEERING COLUMN LOCKING ANTI-THIEF DEVICE	
Multiple Failures: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-JUN-2000	Failure Mileage	Failure Speed 0
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: D0THAL5ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Name:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Briefly describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

MY 97 COUPE, 16K, HAD ITS STEERING COLUMN LOCK TROUBLES WHILE BEING VALET PARKED DURING VACATION IN SC.  
REF. IN EA02-031 \*C/S

Include, if available: Police/Fire Department Report, Photos, and Receipt Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

GM RESTRICTED

377675

CASE NUMBER: 04604176 VIN: 1G1YY22G7W5110694  
 DATE OPENED: 06/19/01 MODEL YEAR: 98  
 DATE CLOSED: 09/11/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 60100  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: IL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] ITASCA, IL [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 04604176 VIN: 1G1YY22G7W5110694  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-06-19 SERIES: UNKNOWN  
 DATE CLOSED: 2001-09-11 MILEAGE: 60100  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: WOODFIELD CHEVROLET, INC.  
 SRC PARENT: DEALER ADDRESS: 1100 E GOLF RD, ,SCHAUMBURG, IL, 60173, USA

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

M01 Steering General Inoperative  
 1 REPAIR ATTEMPT(S) steering wheel locked up

F10 Front Suspension Loose  
 0 REPAIR ATTEMPT(S) 1 of 2 bolts loose

T54 GM Management Referral Customer Satisfaction  
 0 REPAIR ATTEMPT(S) GOODWILL

T58 Retention Certificate/Owner Loyalty Customer Satisfaction  
 0 REPAIR ATTEMPT(S) GOODWILL

886 CAC Resolved With Goodwill CAC Resolved With Goodwill  
 0 REPAIR ATTEMPT(S) o/c

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)

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

377675

Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.html]]  
 \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/carscp/sbs/html/chronic\_repair.htm]]  
 ( 1st attempt - offer to coordinate repair at a dealership)  
 ( Previous repairs)  
 1) Review warranty history on "VIN Profile" tab  
 2) Contact appropriate Service Dealership to discuss  
 3) Determine if TAC was previously contacted or is now necessary  
 4) Establish & document a diagnosis and repair plan  
 \* Coordinate with dealership to assist with customer's repair request  
 \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase  
 Link RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/carscp/sbs/html/sbs\_customer\_requests\_vehicle  
 repurchase.htm]]  
 Vehicle repair request - Repair not done  
 \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states that his steering column locked up on him while driving...clms the engine did not turn off ...also sts that when he had it towed in to get repaired...the srvc tech stated that gm should recall because he has had this problem on 10-11 corvettes this past week . he also has done his own research and has found web sites that give numbers as to how many corvettes have experienced this same prob...websites: www.khou.com and www.97vette.com...cust also had a problem w/one of the 2 bolts in his front suspension being loose...cust seeks to have this documented in file so that gm can be made aware of what is happening...crm advised that concern was documented and educated cust on file number/maryann trevino/cac/atx; 0; 361812862  
 2001-07-09

REC'D COPY OF E-MAIL THAT CUST SENT TO RICK BALDICK, CORVETTE BRAND MGR REGARDING STEERING COLUMN LOCK-UP. RICK STATES WE SHOULD ASSIST CUST AS WE ARE VERY CLOSE TO ANNOUNCING A CUSTOMER SATISFACTION RECALL ON THIS ISSUE. CHRISTINE STEIN, DETROIT EXEC.; 0; 363548884  
 2001-07-12

SPOKE TO CUST AT LENGTH REGARDING CONCERNS WITH VEH. CUST STATES HE LOVES VEH, BUT HAS HAD NUMEROUS QUIRKY PROBLEMS, AND NOW THIS STEERING COLUMN LOCK ISSUE HAS MADE HIM LOSE CONFIDENCE. CUST STATES VEH CURRENTLY SEEMS FIXED AS HE HAS INSTALLED A "STEERING COLUMN BY-PASS." ADVISED CUST THAT WE WOULD LIKE TO RETAIN HIM AS A CUST, AND OFFERED CUST CHOICE BETWEEN COST ASSISTANCE WITH REPAIR, OR OLC IN THE AMOUNT OF [REDACTED] CUST TO CONSIDER AND GET BACK TO ME. CHRISTINE STEIN, DETROIT EXEC.; 0; 363601698  
 2001-08-29

REC'D CALL BACK FROM CUST TO ACCEPT [REDACTED] ADVISED CUST I WOULD PROCESS; CUST HAPPY. CHRISTINE STEIN, DETROIT EXEC.; 0; 367960586  
 2001-08-29

exec receives request to process [REDACTED] olc from christine stein/exec office detroit. Received approval for olc [REDACTED] from anna spicola/team manager./paul byther-exec; 0; 367967277  
 2001-08-29

Pre-Approved in the an-amount of [REDACTED] oer Detroit Executive Rep. Christine Stein. Jessica Tate/Tampa/Goodwill Liaison; 0; 367970827  
 2001-08-29

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

377675

FOR LEVEL OF APPROVAL FOR [REDACTED] OLC, REQUESTED BY EXEC CHRISTINE STEIN. MARK KAZMIERSKI, TAMPA, APPROVAL GROUP; 0; 367971686  
2001-09-11

OLC #CAR904604176 IN THE AMOUNT OF [REDACTED] MAILED ON 8--01  
PAMELA MOREAU/TPA GOODWILL LIAISON; 0; 365083790

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
QUEST TYPE:  
PURCHASE REASON:

GM RESTRICTED

377675

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:  
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

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

377675

NAME:  
COMPANY:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

ADDRESS:



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 258

Date Received

19-JUN-2001

Repository

Reference No.  
747022

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 6/19/01

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G7W5110694		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 01-JAN-98	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 18-JUN-2001	Failure Mileage	Failure Speed 5	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOT14SABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

STARTED CAR, PROCEEDED TO PUT IN GEAR AND DRIVE OFF, COULD NOT TURN VEHICLE, GOT A MESSAGE ON DIC STATING "SERVICE STEERING COLUMN LOCK" HAD TO HAVE CAR TOWED TO DEALER TO RESET COMPUTER CODES TO UNLOCK COLUMN. \*AK REP. IN BAU2-031 \*CIS

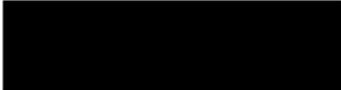
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, as a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



ORLANDO , FL



CASE NUMBER: 00115576 VIN: 1G1YY22G7X5104394  
MODEL YEAR: 1999  
DATE OPENED: 2000-04-19 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-06-13 MILEAGE: 18000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: DEALER NAME: ROGER HOLLER CHEVROLET CO  
ERC PARENT: DEALER ADDRESS:

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

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

BACKING OUT THE STEERING WHEEL LOCKED,SVC COLUMN LOCK CUST STATES THIS IS A SAFETY CONCERN

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

CUST STATES STEERING WHEEL LOCKED VEH IS AT DLRSHF CUST SEEKS ASSURANCE THAT THIS CONCERN HAS BEEN CORRECTED CRM ADVISED WILL RESEARCH; 0; 325007150  
2000-04-20

RECEIVED CALL FROM CUST STATING THAT PREVIOUS CRM WAS TO CONTACT HIM TODAY ... CRM ADVISED CRM WOULD SEND A MESSAGE TO PREVIOUS CRM FOR A CALL BACK ... LAURA TELLEZ/AUSTIN CARS; 0; 325101022  
2000-04-21

CRM received e-mail from cust w/ today's date wanting to know why the vehicles have not been recalled for the steering wheel lock-up condition. Cust referred to his request number. CRM adv cust that his concerns are in the process of review and that we have no control over recall issuance. Carrie Armstrong/Tampa/KANA; 0; 325205999  
2000-04-26

CRM CALLED DLRSHF TO SPEAK WITH SVC MGR, DAVE DUNLAP, WHO HAD PREVIOUSLY TOLD ME THAT HAD NOT ANY PROBLEMS WITH ANY VEH REPAIRED PREVIOUSLY. CRM HAD DISCONNECT CALL BECAUSE OF LONG WAIT, WILL ATTEMPT LATER THELMAJOHNS/AUSTIN/CARS; 0; 325625437  
2000-04-27

CRM CALLED DLRSHF FOR SVC MGR, WHO WAS NOT THERE, WILL TRY BACK LATER THELMA JOHNS/AUSTIN/CARS; 0; 325700581  
2000-05-23

E-mail received from cust dated 5/22..cust seeking update on request as previous CRM has never contacted him back...this request was closed prior to any cust follow up. Request was reviewed; no new comments since 5/4. CRM JOHNST: Please updated this cust as to what is going on and adv him as to what his next step is. Thank you! Carrie Armstrong/Tampa/KANA; 327942064  
2000-05-25

CRM CALLED DLRSHF, DAVE DUNLAP IS NOT AT THIS DLRSHF ANYMORE, SPOKE WITH JEFF LIBERGE, WHO STATED THAT CUST ICKEUP VEH ON 4/19/00, REPLACE THE COLMN LOCK MOTOR, THELMA JOHNS/AUSTIN/CARS; 0; 328139480  
2000-05-25

CRM CALLED CUST HOME NUMBER, SPOKE WITH HIS FATHER, HE DOES NOT KNOW IF THE CUST IS SATISFIED WITH REPAIR, I WILL CALL HIM TOMORROW AFTERNOON, SINCE IT IS DIFFICULT FOR CRM TO GET IN CONTACT WITH CUST  
THELMA JOHNS/AUTIN/CARS; 0; 328139809

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

MILEAGE & BUY-BACK: 0  
ERP:

VEHICLE DRIVEABLE:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

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Date Received

19-APR-2000

Repository

Reference No.  
860551

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY2267K3104394		Make CHEVROLET	Model CORVETTE	Model Year 1999
Date Purchased 01-SEP-98	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR Multiple Failures: 1	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 18-APR-2000	Failure Mileage	Failure Speed	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/63R15)
DOT No. (Example: D0THAL5ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative description of incident(s), crash(es), and injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what you done to correct the failure.  
List parts repaired or replaced (and if old part is available).

P89-066, WHEN BACKING OUT OF A PARKING SPACE STEERING WHEEL LOCKED UP, CAUSING LOSS OF CONTROL. CONSUMER CONTACTED DEALER. DEALER KNEW OF THE PROBLEM, AND STATED THAT THEY HAVE REPLACED SEVERAL LOCK PINS. \*AK  
REF. IN EA02-031 \*C35

Include, if available: Police/Pro Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

# TECHNICAL ASSISTANCE SYSTEM

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

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<b>Case No:</b>	6411573	<b>VIN Number:</b>	1G1YY22G7X5114553	
<b>Date Opened:</b>	4/21/2003	<b>Model Year:</b>	1999	
<b>Date Closed:</b>		<b>Series:</b>	Corvette	
<b>Dealer Code:</b>	B30148	<b>Mileage:</b>	36361	
<b>Address:</b>	COVERT CHEVROLET, BUBASTROP		<b>State:</b>	TX
<b>Dealer Phone:</b>				

---

**SYMPTOM ABSTRACT— STEERING ALLEGED STEERING COLUMN LOCKED WHILE**

**RESOLUTION ABSTRACT-**

**UCC CODE 1—**

**UCC-1 DESCRIPTION— STEERING**

**UCC CODE 2—**

**UCC-2 DESCRIPTION—**

**UCC CODE 3—**

**UCC-3 DESCRIPTION—**

04/21/2003 17:22:51 SBD TEMPLATE - MOCERI

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)**

DENNIS MOTAL SF

**CUSTOMER CONCERN -**

ALLEGED STEERING COLUMN LOCKED WHILE DRIVING

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

DENNIS STATES THIS CUST CLAIMS THE STEERING COLUMN LOCKED WHILE DRIVING. DENNIS IS LOOKING FOR A MESSAGE THAT TOLD THE DEALERS NOT TO PERFORM ANY REPAIRS AND DOCUMENT THE CASE.

**TAC RECOMMENDATION -**

I ADV DENNIS TO MESSAGE CHS20030001. I ADV DENNIS TO MAKE OUT A FPR AND CONTACT HIS AVM. I ADV DENNIS I WOULD SUBMIT THIS CASE TO THE PROPER LIAISON.

EA92-031 / GM22C

04/21/2003 17:22:51 HISTORY - MOCERI

04/23/2003 17:12:59 MIKOLAIZIK - VME SENT TO DAVE PEACY

CONCERNING THIS CASE ASKING STATUS AND FOR INFO ON WHAT DLR NEEDS TO DO FROM HERE.

04/23/2003 17:17:57 GARBARINO -

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

DENNIS MOTAL SF.

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

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

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

DLR. STS. THAT DAVE PEACY CONTACTED THE DLR. ON 4/22/03. DLR. STS. THAT THE CONVERSATION WAS INCLUSIVE ON WHETHER A RSE WILL BE SENT OUT. DLR. STS. THAT DAVE PEACY SAID THE DLR. WILL BE CONTACTED BY NOON ON 4/23/03. DLR. STS. THAT DAVE HAS NOT CONTACTED THE DLR. DLR. IS INQUIRING ON WHAT TO TELL THE CUST.

NEW RECOMMENDATIONS

ADVISED DLR. TO REPAIR THE VEHICLE IF NOT CONTACTED BY 10:00 AM DLR. TIME AS PER JIM MIKOLAIZIK.

04/24/2003 08:17:24 MIKOLAIZIK - AS PER VME THIS AM FROM DAVE PEACY, HE AND ANOTHER GROUP ARE DISCUSSING THIS VEHICLE AND IF THIS IS A VEHICLE THEY WILL LOOK AT. THE DECISION IS BASED ON SOME PREVIOUS INTRUSION INTO THIS SYSTEM. DLR IS TO ALLOW MORE TIME PRIOR TO REPAIR AND GIVE OWNER A RENTAL VEHICLE IN THE MEAN TIME UNTIL WE CAN COME TO SOME CONCLUSION ON WHETHER OR NOT THIS IS OF VALUE TO THE BRAND TEAM TO LOOK AT.

WE WILL GET BACK WITH THE DEALER SHORTLY WITH SOLUTION WE COME UP WITH ONCE THE DECISION HAS BEEN MADE.

I WILL MAKE AN OUTBOUND CALL TO DLR TO DISCUSS THIS AM.

04/24/2003 08:48:22 MIKOLAIZIK - CALLED AND TALKED TO PARTS AND SERVICE MANAGER AND ASKED THAT THEY NOT REPAIR THIS VEHICLE AT THIS TIME. HE AGREED TO PUT THE OWNER IN A RENTAL IF REQUIRED DURING THIS TIME AND THAT DAVE PEACY WOULD BE GETTING BACK WITH HIM TO DETERMINE DIRECTION. DIRECTOR WAS GIVEN MY DIRECT NUMBER IF THEY HAVE ANY FURTHER QUESTIONS ON

THIS.



U.S. Department  
of Transportation  
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**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
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1-888-DASH-2-DOT  
(1-888-327-4266)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100146

Date Received

Repository

26-APR-2003

Reference No.  
10016520

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G1Y22G7X5114853

Make  
CHEVROLET

Model  
CORVETTE

Model Year  
1999

Date Purchased  
10-OCT-01

Dealer's Name and Telephone Number  
COVERT CHEV OLDS PONTIAC BUICK 512-303-2311

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City  
BASTROP

State  
TX

Zip Code  
78602

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
REAR WHEEL DRIVE

Vehicle Component Code  
012000 STEERING-COLUMN

Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
19-APR-2003

Failure Mileage  
36300

Failure Speed  
20

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

The Make \_\_\_\_\_ The Model (Name or Number) \_\_\_\_\_ The Size (Example P215/65R15) \_\_\_\_\_

DOT No. (Example: DOT14SABC056)

Original Equipment  
 Prior Repair

Failure Location:

The Component Code \_\_\_\_\_

The Failure Type \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_

Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_

Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of incident(s), crash(es), and injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
ie, parts repaired or replaced (and if old part is available).

WHILE DRIVING MY 1999 CHEVROLET CORVETTE I TURNED OFF THE HIGHWAY & INTO THE PARKING LOT OF A STORE UPON DOING SO MY STEERING WHEEL LOCKED UP. I NEVER RECEIVED ANY WARNINGS IN MY DIC ABOUT STEERING PROBLEMS I ALSO HAD THIS REPLACEMENT PART PER A RECALL NOTICE LESS THAN A YEAR AGO & AT THAT TIME FOUND OUT IT HAD BEEN REPLACED PRIOR TO THAT. THE DEALERSHIP TOWED THE CAR IN & INFORMED US THAT THEY HAD FIXED IT AGAIN THIS IS AN EXTREMELY DANGEROUS VEHICLE THE NOTES I READ ON YOUR SITE EVEN 1997 THROUGH 2002 MODELS WITH THIS PROBLEM NONE OF THE REPORTS WERE WHILE DRIVING THEY WERE WHEN PEOPLE GOT INTO THEIR CAR & STARTED IT THAT THE WHEEL DIDNT UNLOCK. I HAVE AS I SAID BEFORE NEVER RECEIVED A MESSAGE IN THE DIC PRIOR TO ANY OF THE LOCK UP PROBLEM. I AM THE 2ND OWNER OF THIS VEHICLE & IN THE 18 MONTHS I HAVE HAD IT IT HAS BEEN REPLACED 2 TIMES THIS LAST TIME COULD HAVE BEEN FATAL TO BOTH MYSELF AND MY DAUGHTER! JUST 10 SECONDS EARLIER BEING ON THE HIGHWAY WITH SPEEDS OF 60 MPH WE COULD HAVE BEEN KILLED! AT WHAT COST WILL IT TAKE FOR GENERAL MOTORS TO CORRECT THIS WRONG? MY DAUGHTER SAYS SHE WILL NOT GET BACK INTO THE CAR AGAIN! I MYSELF AM SCARED FOR MY LIFE TO TAKE THE CHANCE THAT THIS WILL OCCUR AGAIN! SO, I REFUSE TO DRIVE THE CAR ANYMORE. THESE ARE NOT CHEAP CARS TO BUY I HAVE OWNED SEVERAL OTHER CORVETTES & HAD A FEW MINOR PROBLEMS HERE & THERE, BUT NOT ANYTHING THAT COULD BE A LIFE THREATENING OR LIFE TAKING PROBL

Include, if available: Police/Fire Department Report, Photos, and Receipt Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to authority vested in the Federal Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should be taking appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

BOISE , ID

CASE NUMBER: 01580369      VIN: 1G1YY22G9W5124208  
 MODEL YEAR: 1998  
 DATE OPENED: 2000-09-15      SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-04-20      MILEAGE: 35000  
 SOURCE: E-Mail      DELIVERY DATE:  
 ERC TYPE: NO      DEALER NAME: ROUNDTRIP CHEVROLET  
 ERC PARENT:      DEALER ADDRESS:

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

N41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)

Other  
CUST STATES HIS STEERING COLUMN LOCKED UP.

T57 Component Service Letter  
1 REPAIR ATTEMPT(S)  
customer trans for 5/50

Customer Satisfaction  
Exec offered component coverage letter on

K20 Manual Transmission  
3 REPAIR ATTEMPT(S)

Shift - No  
Failure

STEERING COLUMN LOCK-UP

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

CRM RECEIVED THIS E-MAIL FROM CUST DATED 9/13.

I have a 1998 C5. Last night I was driving down a driveway when the "Service Column" Lock appeared on the DIC display. The message "PULL KEY AND WAIT 10 SECONDS" appeared as well. The steering column locked up and the car shut down. I was in motion going down the driveway when this happened. Once the car came to a stop, I had to push it back up the drive way to get it out of the way, since the engine would shut off if when I tried to restart the car. I tried multiple times to restart the car, hoping it would unlock the steering column. It did not unlock. I am very upset that a "Theft Deterrent Device" is more of a safety hazard! I don't know what would have happened if I were on the road somewhere and the steering column would have decided to "lock up". What if kids were near the car and the car decided to lock the steering and shut down? When the car shuts down you loose control of the car and power brakes. This 'feature' is not safe if it decides to randomly lo up the steering column. This is totally unacceptable for Chevrolet's American Sports car to have a security safety flaw in it. This Corvette is not even 3 years old. I refuse to own a car by any company if the security feature which was meant to protect the car from being stolen, actually may cause injury or worse to the owner or passenger riding in the vehicle. What is the fix for this issue? I do not want the same parts replaced for this. This is a faulty part on the part of GM and should be resolved as quickly as possible. I have read about other C5 Owners and the same experiences they had. This car retailed for over \$41,000. A car of this stature, class, and price should be safe to drive at all times. I have filed a complaint with the NHTSA to look into this issue. What would do for a stranded customer, who is out in the middle of nowhere, and that cell phones are not accessible for communication? This is a dangerous feature and needs to be re-thought carefully.

CRM WILL APOLOGIZE TO CUST AND REFER CUST TO DLR TO OBTAIN FIX INFORMATION. CRM WILL GIVE CUST HIS REQUEST AND 800 # TO CAC. IF CUST CALLS, PLEASE ASST ACCORDINGLY. THIS CRM WILL NOT BE ABLE TO DO ANY FOLLOW-UP, DUE TO BEING ON THE E-MAIL TEAM. CRM IS CLOSING REQUEST UNTIL

FURTHER CONTACT TO CAC FROM CUST.  
KATRINA POWELL/TAMPA/KANA; 0; 99999  
00-09-22

Exec received corr from cusotmer stating previously documented concerns. Cusotmer seeks resolution. Exec will research and contact with resolution----- Chad Bailey/Exec; 0; 338518208  
2000-09-28

Exec attempted to contact customer at work. Exec left voicemail or cusotmer advising of attempted contact to review case and make sure that vehicle is operating as designed. Exec requested contact back if concerns are still present.  
Exec closing pending further contact from cusotmer----- Chad Bailey/Exec; 0; 339012982  
2001-03-17

\*\*\*\*\*EXECUTIVE OFFICE, CORRESPONDENCE\*\*\*\*\* --Marissa Byrum/Executive Office  
Exec received letter from cust. Cust states he was working with Chad Bailey in the Exec Office in regards to his 1998 Corvette C5. Cust seeks follow up to his request.  
Exec reviewed letter and notes in the file and notes that Exec Bailey was awaiting return call from cust since September of 2000. Exec to attach letter and send alarm to Mr. Bailey, transferring file to Mr. Bailey. --Marissa Byrum/Executive Office; 0; 353701623  
2001-03-20

Exec contacted Roundtree Automotive and spoke with SVM Chris. SVM states that the first time he saw vehicle was at 29,580 miles on 4/10/99. SVM states that vehicle has also been totally repainted. SVM also states that there are alot of little things that have gone with the vehicle that normally aren't damaged in Corvettes. SVM states its almost like they are refinishing vehicle. SVM states that alot of repairs are to bring the vehicle back up to standards in a way. SVM states that he has never seen customer and he believes customer purchased vehicle at an independent car dealer. Exec advised that AVM Cindy Jo Edwards will be contacted in reference to cusotmer concerns.  
Chad Bailey/Exec; 0; 353971306  
2001-03-21

Exec left voicemail for AVM Cindy Jo Edwards advising of cusotmer concerns and request. Exec left name and number and requested return contact  
Chad Bailey/Exec; 0; 354065309  
2001-03-22

Exec received contact from AVM Cindy Jo Edwards. AVM states that upon review cusotmer will not be awarded Extended Service Contract. Exec thanked AVM for Assistance  
Chad Bailey/Exec; 0; 354134106  
2001-03-22

Exec attempted to contact cusotmer and received voicemail. Exec left name and number and requested return contact for final resolution. Exec left apology per customers letter for any communications concerns that may have occurred in past dealings.  
Chad Bailey/Exec; 0; 354151247  
2001-03-23

Exec attempted to contact cusotmer at work number and received voicemail. Exec left message advising of attempted contact and requesting return contact  
Chad Bailey/Exec; 0; 354219165  
2001-03-23

Exec contacted cusotmer home number and was advised by female party who answered phone that Exec message has already been delivered to customer and should expect contact from cusotmer sometime today  
Chad Bailey/Exec; 0; 354219292  
2001-03-23

Exec received contact from customer in regards to concerns. Exec advised that Extended Service Contract would not be offered. Customer reviewed with Exec. Customer seeks to know GM can offer discounted rate on GMPP to keep customer within GM. Exec advised that GMPP would have to be contacted but advised they operate as a separate company. Customer thanked Exec. Exec stated contact back on Monday  
Chad Bailey/Exec; 0; 354231079  
2001-03-30

Exec contacted customer and advised that GMPP could not be reduced from GM that any price concerns with contract will have to be taken up with the dealership. Customer states that Exec original offer of 5/50 component letter for transmission would completely satisfy him as a customer. Exec advised that letter would be processed. Exec verified address. Customer thanked Exec  
Chad Bailey/Exec; 0; 354825970  
2001-03-30

Exec forwarding for processing  
Chad Bailey/Exec; 0; 354825990  
2001-03-30

\*\*\*\* EXEC ENTERING UNATTACHED COMMENTS\*\*\*\*  
Comments did not attach properly. Exec adding to file  
Exec reviewed with customer concerns. Customer states that main concern is with reliability of Transmission along with continual problem with vehicle. Customer states that transmission has been repaired 3 times and still does not have faith in vehicle. Customer seeks extended warranty Exec denied but advised that 5 year/50,000 miles component coverage letter could be added to vehicle. Customer denied and seeks Extended warranty  
Chad Bailey/Exec; 0; 354828322  
2001-03-30

I REVIEWED REQUEST AND APPROVE COMPONENT SERVICE LETTER FOR TRANSMISSION @50000 MILES OR UNTIL 12/24/03, WHICHEVER COMES FIRST FOR CUST SATISFACTION./ANNA SPICOLA-TEAM MANAGER-EXEC -  
3-30-01 2:14PM; 0; 354831007  
2001-03-30

I REVIEWED REQUEST AND APPROVE COMPONENT SERVICE LETTER FOR TRANSMISSION @50000 MILES OR UNTIL 12/24/03, WHICHEVER COMES FIRST FOR CUST SATISFACTION./ANNA SPICOLA-TEAM MANAGER-EXEC -  
3-30-01 2:14PM; 0; 354831025  
2001-04-04

Exec reviewed and previous comments are incorrect. Customer did accept component letter coverage for 5 years/50,000 miles.  
Exec entered incorrectly in last line of previous notes. Exec reforwarding for approval.  
Chad Bailey/Exec; 0; 355265141  
2001-04-04

PRE-APPROVING 5/50 COMP LETTER FOR THE TRANSMISSION. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 355266236  
2001-04-05

GOODWILL LIAISON APPROVES COMPONENT LETTER FOR 60/50 /1ST LEVEL APPROVAL/DNEWTON-TAMPA APPROVAL GROUP; 0; 355332502  
2001-04-05

FINAL APPROVAL. JAN HANTHORNE/TPA; 0; 355333501

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME; INSPECTION DATE;

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
REGRADE:  
REMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 258

Date Received

13-SEP-2000

Repository

Reference No.  
731324

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date   /  /  

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 1G1Y22GW5124208		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 01-MAR-00	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 12-SEP-2000	Failure Mileage	Failure Speed 4	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4SABC038)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please check if one or more of the incidents, failures, crashes, and injuries.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

I HAVE A 1998 CB. LAST NIGHT I WAS DRIVING DOWN A DRIVEWAY WHEN THE "SERVICE COLLUM" LOCK APPEARED ON THE DIC DISPLAY. THE MESSAGE "PULL KEY AND WAIT 10 SECONDS" APPEARED AS WELL. THE STEERING COLLUM LOCKED UP AND THE CAR SHUT DOWN. I WAS IN MOTION GOING DOWN THE DRIVEWAY WHEN THIS HAPPENED. ONCE THE CAR CAME TO A STOP, I HAD TO PUSH IT BACK UP THE DRIVE WAY TO GET IT OUT OF THE WAY, SINCE THE ENGINE WOULD SHUT OFF IF WHEN I TRIED TO RESTART THE CAR. I TRIED MULTIPLE TIMES TO RESTART THE CAR, HOPING IT WOULD UNLOCK THE STEERING COLLUM. IT DID NOT UNLOCK. I AM VERY URBET THAT A "THEFT DETERENT DEVICE" IS MORE OF A SAFETY HAZARD. I DONT KNOW WHAT WOULD HAVE HAPPENED IF I WERE ON THE ROAD SOMEWHERE AND THE STEERING COLLUM WOULD HAVE DECIDED TO "LOCK UP". WHAT IF KIDS WERE NEAR THE CAR AND THE CAR DECIDED TO LOCK THE STEERING AND SHUT DOWN? WHEN THE CAR SHUTS DOWN YOU LOOSE CONTROL OF THE CAR AND POWER BRAKES. THIS "FEATURE" IS NOT SAFE IF IT DECIDES TO RANDOMLY LOCK UP THE STEERING COLLUM. THIS IS TOTALLY UNACCEPTABLE FOR CHEVROLET'S AMERICAN SPORTS CAR TO HAVE A SECURITY SAFETY FLAW IN IT. I REFUSE TO OWN A CAR BY ANY COMPANY IF THE SECURITY FEATURE WHICH WAS MEANT TO PROTECT THE CAR FROM BEING STOLEN, ACTUALLY MAY CAUSE INJURY OR WORSE TO THE OWNER OR PASSENGER RIDING IN THE VEHICLE. WHAT IS THE FIX FOR THIS ISSUE? I DO NOT WANT THE SAME PARTS REPLACED FOR THIS. THIS IS A FAULTY PART ON THE PART O

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. **ATTACH ADDITIONAL SHEETS IF NECESSARY**

In Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Boise, ID



09-22-00P01:15 RCVD

G. R. Wagoner Jr., CEO  
General Motors  
300 Renaissance Center  
Detroit, MI 48265

48265-1001 54



01580364

RECEIVED

SEP 20 2000

Mr. Wagner,

G. F. WAGNER JR.

I have a 1998 C5. The other night I was driving down a driveway when the "Service Column" Lock appeared on the DIC display. The message "PULL KEY AND WAIT 10 SECONDS" appeared as well. The steering column locked up and the car shut down. I was in motion going down the driveway when this happened. Once the car came to a stop, I had to push it back up the drive way to get it out of the way, since the engine would shut off if when I tried to restart the car. I tried multiple times to restart the car, hoping it would unlock the steering column. It did not unlock. I am very upset that a "Theft Deterrent Device" is more of a safety hazard! I don't know what would have happened if I were on the road somewhere and the steering column would have decided to "lock up". What if kids were near the car and the car decided to lock the steering and shut down? When the car shuts down you loose control of the car and power brakes. This 'feature' is not safe if it decides to randomly lock up the steering column.

This is totally unacceptable for Chevrolet's American Sports car to have a security safety flaw in it. This Corvette is not even 3 years old. I have been a long time Corvette enthusiast and have always wanted to own my first corvette. Well, I am disappointed in what my first corvette purchase has lead me into. I refuse to own a car by any company if the security feature which was meant to protect the car from being stolen, actually may cause injury or worse to the owner or passenger riding in the vehicle. What is the fix for this issue? I do not want the same parts replaced for this. I have contacted my local Chevrolet dealer and they are in the process of fixing it. They need to order parts for the vette and I'm afraid that they will get the same parts that I have heard can still cause the problem. This is a faulty part on the part of GM and should be resolved as quickly as possible. I have read about other C5 Owners and similar experiences they had.

This car retailed for over \$41,000. A car of this stature, class, and price should be safe to drive at all times. I have filed a complaint with the NHTSA to look into this issue. What would GM do for a stranded or injured customer, who is out in the middle of nowhere, and whose cell phone is not accessible for communication? This is a dangerous feature and needs to be re-thought carefully so that this issue will not occur.

I look forward to your prompt response on this issue so that it will not happen in the future for myself, current, and future Corvette owners;

Co: NHTSA

Mr. [REDACTED]

I have been a long time Corvette enthusiast. I had the chance to finally purchase my first Corvette last year in March. I was looking forward to being a proud owner of "The American Sports Car Legend". Since my purchase I have had enormous and numerous problems with my 1998 C5. I am planning on being a long time Corvette owner, but I have to say that I am very disappointed in the quality of my C5. Also, I am very upset for the type of service (or lack there of), from one of your own personnel at the GM Executive office.

Since I have owned my C5 I have had 9 trips to my local Chevrolet dealer. These trips were not for small issues either. I have had more parts replaced in my C5 than I could even start to count. I'm sure you will see what I mean when you take the time to see what type of performance my C5 has been giving me, poor performance. I understood that a performance car MIGHT go into the shop more than an average family car, but this is ridiculous. I have had more problems starting with water leaks (that still are not 100% solved), to having the transmission fixed on THREE separate occasions. The dealer couldn't even replace my transmission with a new one because they said they couldn't find one. This tells me one of two things: either the C5's have issues with their transmissions failing and Chevrolet can't keep enough transmissions in stock to take care of this class issue, or Chevrolet doesn't want to fit the bill for a new transmission. It sounds like it would be cheaper anyway to replace the transmission than keep fixing it due to the labor costs. Each time I have had to drop off my C5 it has been at the dealer for a minimum of 2 days, to over a week. Since I bought the C5 last March, I haven't been able to really enjoy it because there is always something keeping it in the shop. I am spending my money on leaving my C5 in the shop every month, and it seems like instead of driving it on the road and getting the enjoyment I was lead to believe this Corvette was going to bring me; I'm instead making monthly payments to keep it in my dealer's shop.

My local dealer has taken care of me each time I have had to bring in my C5. My service advisor has always treated me with respect and has helped me keep my faith with how GM works with customers (at least on a face-to-face level), so my local dealer is doing their job. I realize that it is nice to build a

relationship with your local dealer, but I think that I should have a desk with my name on it there for how often I have been in there.

The issue I have is in dealing with the poor performance of my C5 and how a small, one person Corvette owner in Idaho gets lost in the big maze in GM's Executive office. This was my first purchase of a GM product and I would believe that this car would be the Pride-&-Joy of GM's great technological advances. But, the quality so far has lead me to believe otherwise.

First, this Corvette should not be in the shop nearly as much as it has been. Even before I purchased the C5, the previous owner had taken the C5 in to their dealer 7 times as well. I have vehicle records indicating that in under the three-year manufacturer warranty, this C5 has been in the shop at least 16 times. This is totally unacceptable coming from GM's Premium line of sports cars, or for any car line, period. Second, the steering column locked up on me while backing up, which is a major safety concern. This was very irritating to find out that GM was not considering the locking of the steering column a safety issue when so many C5 owners have complained about this issue. I had sent a letter to you before and was contacted by Chad Bailey @ 313-667-7153, from the GM Executive office. First off, it took over almost a month before for someone to contact me after I sent the letter. He left me a voice message asking if the issue was being fixed by my local GM dealer and for me to contact him if I had any issues or questions for him. Well, I called and Chad was not available so I left him a message asking him to please call me. He never called me back. I felt like I wasn't important to GM. There is no excuse not to return a phone call, or to even check up on the customer to see how my experience was going.

Due to the numerous issues that my C5 has and is still having, I do not agree with having to purchase the extended warranty out of my own pocket. I would not feel this way if my C5 had not gone into the shop so many times for the same issues and if my experience with your corporate office was a mutually pleasant one. The last transmission overhaul was over \$3000. Luckily the C5 is still under the remaining factory warranty. The dollar value of all the repairs on this C5 is astronomical. I am asking that GM pay for the Extended warranty (the GMPP Major Guard plan) for my C5. I don't think that I am asking

to too much considering what I have been through with both the issues with my CS and my experience, as your customer, has not been acceptable from your Executive office.

Please peruse over the files that I have sent and you will see what kind of frustration I have been going through. Thank you for listening and working with a customer that currently is not satisfied with his GM experience.

Sincerely,

[REDACTED]  
Boles, ID [REDACTED]

[REDACTED]

Cc: [REDACTED]

April 3, 2001

[REDACTED]  
Boise, ID [REDACTED]

Request: C01580369

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the transmission on your 1998 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G9W5124208. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 07, 2003 or 50,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Transmission/Transaxle - Case and all internal parts; torque converter; transfer case; vacuum modulator; transmission mounts; seals and gaskets; input/output shafts; forward and intermediate clutch; direct clutch; bands; governor; thrust bearings; washers; and electronic control unit.

Chevrolet will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your 1998 Chevrolet Corvette. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. This Service Manager should then contact the Chevrolet Customer Assistance Center for confirmation and authorization of these claims.

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

Sincerely,

Chad Bailey  
Executive Office

RS0025-T/agg

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] AUSTIN TX [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 04133493 VIN: 1G1YY32G0X5122905  
MODEL YEAR: 1999  
DATE OPENED: 2001-05-09 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-05-09 MILEAGE: 36000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: No DEALER NAME: CAPITOL CHEVROLET, INC.  
SRC PARENT: DEALER ADDRESS: 6200 S IH 35, AUSTIN, TX, 78745, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) LOCKED UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HIS STEERING COLUMN LOCKED WHILE HE WAS DRIVING...CUST STATES THAT THERE ARE MANY VEH IN HIS AREA THAT HAVE BEEN LOCKING UP...

CUST SEEKS TO KNOW IF HE IS PART OF A RECALL....

CRM ADVISED CUST THAT WE APPRECIATE THE FEEDBACK...CRM ADVISED CUST THAT HE IS NOT A PART OF A RECALL...

C FOURNIER ATX/CAC; 0; 358297202

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADS:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

0 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 758

Date Received

09-MAY-2001

Repository

Reference No.  
887849

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date    /    /   

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY32G0X5122905		Make CHEVROLET	Model CORVETTE	Model Year 1999
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 010000 STEERING	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 09-MAY-2001	Failure Mileage	Failure Speed 5	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/63R15)
DOT No. (Example: DOTP4L8AC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident, failure, crash, and injury(s).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

WHILE PULLING OUT OF DRIVEWAY AT 5 MPH STEERING LOCKED UP. \*AK CONSUMER STATES STEERING WHEEL SECURITY LOCK ENGAGED, DEALER STATED WAS A SECURITY SYSTEM PROBLEM THEY HAVE HAD PREVIOUS OCCURANCES OF SAME PROBLEM. \*SLC  
JEF. IN EA02-031 \*CJS

Include, if available: Police/Fire Department Reports, Photos, and Receipt Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-502) Your information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] GLENDALE, AZ [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 01309911 VIN: 1G1YY32G2W5106946  
MODEL YEAR: 1998  
DATE OPENED: 2000-08-21 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-10-12 MILEAGE:  
SOURCE: E-Mail DELIVERY DATE:  
BRC TYPE: DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

T22 CSI Reply	Other
1 REPAIR ATTEMPT(S)	E-MAIL
T04 General Information	Other
1 REPAIR ATTEMPT(S)	REFERRED TO CAC
M01 Steering General	Other
1 REPAIR ATTEMPT(S)	STERRING COLUMN ISSUES

cust sent e-mail

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

cust states I purchased my 98 C5 convertible last May with 9,900 miles. Since purchasing it I have been into the dealer many times with various steering column issues. Last summer I had the steering column lock up going into reduced power where I could only drive about 5 mph. I was able to reset it by turning off, sitting for a while..then back on. The dealer said that no problem was found. I have recently reading of the many C5 owners who are having the same oblem over and over again. I am very concerned about this happening to me going 55 mph. Already I have had a section of my rear end fall out of the car.; 0; 335722677  
2000-08-21

cust also states while exiting the highway. Luckily I was only going about 5 Mph when it fell out. I had to be towed to the dealer. I want to go on record that I notified Chevrolette of this Steering Column problem and hope that they can rovide me with an adequate fix.; 0; 335722730  
2000-08-21

CRM REC'D E-MAIL FROM CUST, REFERED CUST TO CAC TO RESOLVE CUST CONCERNS, LOIS PRICE/E-MAIL/ATX; 0; 335722791

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

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

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

MP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
FINCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BOYCOT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEBON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

INTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE: ,

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

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Date Received

Repository

18-AUG-2000

Reference No.  
728388

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY32G2W5106646		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 01-MAY-99	Dealer's Name and Telephone Number		Engine No: Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 011000 STEERING/WHEEL AND HANDLE BAR	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-JUN-1999	Failure Mileage	Failure Speed 5	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
GOT No. (Example: D0THAL5ABC135)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

STEERING WHEEL LOCKUP GOT MESSAGE SERVICE STEERING COLUMN  
REF. IN EA02-031 \*C/S

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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

139096

CASE NUMBER: 00736469 VIN: 1G1YY32G6W5118484  
 DATE OPENED: 06/26/00 MODEL YEAR: 1998  
 DATE CLOSED: 06/26/00 SERIES: CORVETTE CONV  
 SOURCE: YES MILEAGE:  
 CUSTOMER: [REDACTED]  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: CA  
 BUS. PHONE:

DELIVERY DATE: DEALER NAME: RICHARD HIBBARD CHEVROLET INC  
 BRC PARENT: DEALER ADDRESS: 191 S INDIAN HILL  
 BLVD, CLAREMONT, CA, 91711, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
 1 REPAIR ATTEMPT(S) STEERING LOCKS

STEERING LOCKS

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

CUST SEEKS ASSISTANCE WITH STEERING PROBLEMS...CUST STATES THAT HAS TAKEN HIS VEH TO A  
 DLR AND THEY CANT FIND THE PROBLEM. STS THAT HIS STEERING LOCKED UP WHILE HE WAS DRIVING  
 AND HIS DOORS LOCK THEMSELVES AND IT ALL HAS TO DO WITH THE THEFT DETERRENT SYSTEM....CRM  
 ACTION CALLED DLR SPOKE WITH [REDACTED]-SER DIRECTOR, HE SAID THAT THE STEERING COULD  
 NOT LOCK UP WHILE THE VEH IS MOVING AND IF THAT PROBLEM HAS OCCURED THE CUST NEEDS TO  
 BRING THE VEH IN AND THEY WILL TAKE CARE OF FOR HIM.....CRM ADVISED CUST TO TAKE VEH IN  
 TO DLR FOR DIAGNOSIS AND REPAIR AND TO SPEAK WITH JOHN AT SER DEPARTMENT.....  
 KENNETH CASE/ATX/CARS; 0; 330895181

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

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:  
 DRIVER NAME: DRIVER AGE:  
 DRIVER DISABILITY:  
 OWNER DESCRIPTION:  
 ALLEGED DEFECTIVE COMPONENT:  
 INCIDENT RESULT:  
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
 NUMBER OF PEOPLE: 0 BODY INJURY:  
 INJURIES:

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

GM RESTRICTED

339096

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

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Date Received

26-JUN-2000

Repository

Reference No.  
864222

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date    /    /   

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1Y532G8WS118484		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 26-JUN-2000	Failure Mileage	Failure Speed	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM15A30358)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Aftermarket	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident, including, but not limited to, the following.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; fix, parts repaired or replaced (and if old part is available).

WHILE BACKING OUT OF THE DRIVEWAY ALL OF A SUDDEN THE STEERING WHEEL LOCKED UP. DEALERSHIP WAS NOT AWARE OF THIS PROBLEM. NOTHING WAS DONE ABOUT THIS PROBLEM. ALSO SEATBELT DOES NOT RETRACT. \*AK \*PL  
REF. IN 8A02-031 \*C15

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent amendments. You do not have an obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

182707

OT77271

CHEVROLET MOTOR DIVISION

CASE NO: 99-0344305 VIN: 1G1YY32G9K5110555  
 DATE OPENED: 06/22/1999 MODEL YR: 99  
 DATE CLOSED: 06/22/1999 SERIES: TB CORVETTE  
 SOURCE: PHONE MILEAGE: 6500  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] DEARBORN HEIGHTS MI [REDACTED]  
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]

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

06-22-99\*\*\*\*\*  
 ORIG O/C/STS VEH HAS A CONCERN WHERE WHILE DRIVING THE VEH THE VEH HAS  
 HAD A CONCERN WHERE THE STEERING LOCKS UP ON O/WHILE DRIVING.....O/STS  
 THE VEH FIRST LOCKED UP ON O/LAST FRIDAY WHILE ONLY DRIVING ABOUT 15  
 MPH,O/STS THE VEH WAS TOWED TO LISTED DLR WHERE O/STS THE DLR RFR'D  
 THE IGNITION WIRE IN THE VEH....O/STS A COUPLE DAYS LATER ON SUNDAY  
 THE STEERING LOCKED UP ON O/AGAIN.....O/STS THE VEH WAS AGAIN TOWED  
 TO DLR WHERE O/STS THE DLR RFR'D ANOTHER PART OF THE IGNITION SYSTEM..  
 O/STS IS AFRAID TO DRIVE THE VEH BECAUSE OF THE SAFETY CONCERNS W/TRE  
 VEH.....O/???? WHAT TO DO IN THIS SITUATION,CO ACK & APOLOGIZED TO O/  
 FOR THIS CONCERN....CO ADV O/THAT WILL DOC THIS CONCERN W/THE VEH  
 CO ADV O/IF ANY ???? REMAIN TO DISCUSS THE SITUATION W/THE DLR....CO  
 ADV O/OF THE CASE# & PURPOSE,CO THANKED O/FOIR THE C/....  
 CLARENCE GAYLES,#3710

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

CDE #	DESC	CDE COMMENTS
M21	0	O/STS STEERING COLUMN LOCKS UP WHILE DRIVING FOR DLR & CAC INFO



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
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(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

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Date Received

06-JUL-2000

Repository

Reference No.  
854897

**OWNER INFORMATION (Type or Print)**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY32G9K5110655		Make CHEVROLET	Model CORVETTE	Model Year 1999
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code 021000 STEERING:WHEEL AND HANDLE BAR	
	<input type="checkbox"/> Cruise Control		Multiple Failure:	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 15-JUN-1999	Failure Mileage	Failure Speed	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTF45ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

P899066, INTERMITTLEY WHILE DRIVING, THE STEERING WHEEL LOCKS UP, CAUSING A LOSS OF STEERING CONTROL AND A CRASH. CHEVROLET SAID IN ORDER TO UNLOCK THE STEERING WHEEL HAD TO REMOVE THE KEY AND WAIT 20 SECONDS. DEALER REPLACED PARTS IN THE STEERING SYSTEM, BUT PROBLEM IS REOCCURRING. DEALER CANNOT DETERMINE THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION \*AK  
REF. IN EAO2-031 \*C15

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-502) gives information to requestor payment to a authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should be in appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a confidential summary thereof, may be used in support of the agency's action.