

EA02-031

GM

**10-27-03 LETTER
TO ODI FROM GM**

**ATTACHMENT
4E & 4F**

BOOK 6 OF 22

GM622C
EA02-031

ATTACHMENT "4E"

ESIS

An Insurance Services Company

ESIS GM Claims Unit
300 Renaissance Center
AAR Code 482 C20 D71
Detroit, MI 48265-3000

313.665.3412 ext
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

June 16, 2003

[REDACTED]
Gilroy, CA [REDACTED]

Re: File Number: 463128
Date of Event: 5-10-03
Claimant: [REDACTED]
Client/Account: General Motors

Dear Mr. Ritz:

ESIS is the Third Party Administrator on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your claim. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested: "If you are represented by an attorney or an insurance company, please forward this letter to the appropriate party"

1. Please provide a copy of your expert report and color copies of any photos taken by anyone on your behalf. Please do not send originals, as they may not be returned.
2. A copy of the police/fire report
3. A copy of the vehicle operator's statement of events, including the events prior to and immediately following this incident
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to this incident
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, a chronological summary of operations performed is needed
6. Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recalls
9. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please provide a salvage estimate and your total loss work sheet (Ins Co)
11. Advise of any injuries
12. Advise if you are the original owner of the subject vehicle

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for as long as you intend to pursue a claim and/or a cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Deborah Dietz
Claim Administrator
313.665.3412

June 29, 2003

Ms. Deborah Diehr
ESIS GM Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RECEIVED
JUN 30 2003
ESIS-GM CLAIMS UNIT

Re: File Number: 463128
Date of Event: 5/10/03
Claimant: [REDACTED]
Client Account: General Motors

This letter is in response to your letter dated June 16, 2003. As requested:

1. Color photographs of the damage resulting from the lock-up of the steering column of my 1999 Chevrolet Corvette and the insurance company representative's report of the damage and the estimate to repair are included.
2. Since no injuries were suffered and no other property damage was incurred, except to my vehicle, no police report was prepared.
3. The damage to my vehicle occurred when I tried to move it from my driveway, into the garage, and because the steering column locked up, it struck a small piece of concrete that was being removed during yard work at my home. The GM Customer Care representative took a report of these events when this claim was initiated. The representative's name is Sue Le and the reference number is S1-108891357. You may request this report from her.
4. Only once, as I recall, a few days prior to the incident, the steering column locked up. I exited my Corvette and decided to use another of my vehicles in order to run some errands. Later that day, upon re-entering the vehicle to check out the locked up column, there did not appear to be any problem with the steering column and so I thought that I had simply not properly deactivated the security features the first time.
5. A copy of the repair to the steering column lock-up failure in question is attached. The most recent maintenance work order is also attached. Note that all repair and maintenance work that has ever been performed on my 1999 Corvette has been done at South County Chevrolet and the details of this work are on computer at their facility.
6. No after-market equipment has been installed on this vehicle.
7. No modifications, alterations or changes have ever been performed on this vehicle. This vehicle is 100% Chevrolet Stock.

8. The only recall notice for this vehicle related to the seat belts and it was taken to South County Chevrolet for repair at the next scheduled maintenance. Note that a safety campaign, relating to potential steering column lockup, was received after approximately one year of operation and the vehicle was immediately taken to South County Chevrolet for inspection. The details of these inspections and repairs are on file at South County Chevrolet. This inspection was confirmed by South County Chevrolet when I reported this most recent steering column lock up to them.
9. No accidents have ever occurred with this vehicle.
10. A copy of the repair estimate of the locked up steering column is attached. The bill or repairs performed by South County Chevrolet also includes the towage charges since the vehicle was inoperable due to the steering column lock-up. Note that we are planning to take the vehicle to a body shop in the next couple of weeks, when I can get some time off of work, so I do not yet have the complete bill for damage to repair the body.
11. No injuries were sustained.
12. My wife and I are the original and only owners of this vehicle.

Note that I researched this issue and found that a "Defect Investigation" is currently in progress by the National Highway Transportation Safety Administration. The reference number of this investigation is EAS-02031. I am including a CD containing all of the current documentation concerning this investigation by NHTSA. A hard copy has already been provided to my insurance company. A review of this documentation indicates that other owners of the similar Corvette models have also observed the problems I experienced in question. Page 77 of document INRL-EA02031-1503P shows that a special account has been set up by General Motors to address any costs incurred by customers with similar issues. I personally feel that we were lucky that no serious physical or property damage resulted from an apparent defect in the electronic steering column security feature.

A copy of this letter has been sent to my insurance company. Please perform your technical evaluation of this matter and feel free to discuss any issues with me. I'm sure we can reach a timely and satisfactory resolution.

Regards,



SR No.	1-108801257	Ref No.	CA / 11 AM	ERC Type	PAR	Safety Yes	Bus. Unit	ERC
Last Name	[REDACTED]	Site	[REDACTED]	Approval	Not Initiated		Area	PAR
Evening #	[REDACTED]	First Name	[REDACTED]		Steering - Column / Ignition Lock / Parts		Sub-Area	Initial PAR Collision
		Street	[REDACTED]		South County Chevrolet		Updated	6/18/03 1:00:24 PM
		City	Gilroy		Closed			SULE
		State	CA ZipCd					
Make	Chevrolet	Model	20100	Serial #VIN	1G1YV2233X5124410			6/13/03 2:28:22 PM
	Corvette	Year	1999	Warr. Start	04/14/1999	Abstract	STEERING	Closed 6/18/03 1:02:16 PM
Customer Description	PAR FILE, TRANSFER CUST TO SUE LE / TAMPA PAR 58500							

Owner	5/10/03 11:32:00 AM	VEH STEERING WHEEL COLUMN LOCKED AND VEH RAN INTO CLUMPS OF CEMENT THAT HAD BEEN PULLED OUT OF GROUND.
ALLEN	RICHARD	
4/8/48	5'0"	DAMAGED THE LEFT FRONT PANEL.
0	1	
N	Dry	8250 RANCHO HILLS DRIVE GILROY, CA 95020
VEH SERVICED AT SOUTH COUNTY CHEVROLET	Component	STEERING COLUMN LOCKED
	Concrete	Vehicle Location
		AT CUST'S RESIDENCE
		Insurance Agency
		USAA INS. CO.

PAR Detail	Y	N	N	none	JUN 17 2003
			dry		

					Prop Est Repair Cost
					hole in the right panel behind the driver's wheel
	\$1,500.00				
	Personal				Inspection Not Performed
05/18/03	SULE	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
<u>Comment</u>					<u>Confidential Comment</u>
05/16/03	SULE	BRC PAR	ESIS- Insurance Involvement	Done	ESIS
<u>Comment</u>					<u>Confidential Comment</u>
					BUSINESS SUMMARY: CRM RECEIVED AND REVIEWED THE CASE, CRM CONTACTED CUST, SVM, AND AVM, CRM FORWARDING THE CASE TO ESIS DUE TO INSURANCE INVOLVEMENT, NO OFFER TO REPAIR OR REPURCHASE MADE TO THE CUST
05/16/03	SUE LE / TAMPA PAR 58509				
	SULE	BRC PAR	GM Decision- Other	Done	BUSINESS SUMMARY
<u>Comment</u>					<u>Confidential Comment</u>
					BUSINESS SUMMARY: CRM RECEIVED AND REVIEWED THE CASE, CRM CONTACTED CUST, SVM, AND AVM, CRM FORWARDING THE CASE TO ESIS DUE TO INSURANCE INVOLVEMENT, NO OFFER TO REPAIR OR REPURCHASE MADE TO THE CUST
05/16/03	SUE LE / TAMPA PAR 58509				
	SULE	BRC PAR	Close-No Offer to Repair/Rep	Done	BUSINESS SUMMARY
<u>Comment</u>					<u>Confidential Comment</u>
					BUSINESS SUMMARY: CRM RECEIVED AND REVIEWED THE CASE, CRM CONTACTED CUST, SVM, AND AVM, CRM FORWARDING THE CASE TO ESIS DUE TO INSURANCE INVOLVEMENT, NO OFFER TO REPAIR OR REPURCHASE MADE TO THE CUST
05/18/03	SUE LE / TAMPA PAR 58509				
	SULE	BRC PAR	Inspection Not Required	Done	NO INSPECTION
<u>Comment</u>					<u>Confidential Comment</u>
					SUE LE / TAMPA PAR 5850
05/18/03	SULE	BRC PAR	Initial Contact- AVM	Done	AVM
<u>Comment</u>					<u>Confidential Comment</u>
					CRM PROVIDED SVM WITH CRM'S INFO, CUST'S INFO AND CUST'S ALLEGATION
05/18/03	SUE LE / TAMPA PAR 58509				
	SULE	BRC PAR	Initial Contact- Dealer	Done	DLR
<u>Comment</u>					<u>Confidential Comment</u>
					CRM LEFT A MESSAGE FOR THE SVM, CRM PROVIDED SVM WITH CRM'S INFO, CUST'S INFO AND CUST'S ALLEGATION
05/16/03	SUE LE / TAMPA PAR 58509				
	SULE	BRC PAR	Acknowledgement	Done	AT (408) 432-1800

Comment DESCRIPTION OF THE INCIDENT: CUST STATES HIS VEH WAS PARLED. CUST STATES HE WENT TO RELEASE THE BRAKE, THE STEERING WAS LOCKED TO THE LEFT THAT CAUSED THE VEH TO HIT A CEMENT BLOCK. CUST STATES IT CAUSED A HOLE IN THE RIGHT PANEL BEHIND THE DRIVER'S WHEEL. CUST SEEKS GM TO REIMBURSE HIM FOR THE DEDUCTIBLE AND THE INSURANCE FOR THE REPAIR DUE TO CAMPAIGN D1044. CRM ADVISED CUST THAT CRM WILL FORWARD THE FILE TO ESRD DUE TO INSURANCE INVOLVEMENT.

Confidential
Comment

06/16/03 SUE LE / TAMPA PAR 58500
SULE Research Done

CASE SCAN

Comment CASE SCAN-NONE FOUND

Confidential
Comment

OPEN CAMPAIGN-01044 CORVETTE ELECTRONIC COLUMN LOCK

CUSTOMER'S ADDRESS

Glendora, CA

06/16/03 SUE LE / TAMPA PAR 58500
SULE Ownership Changed Ownership Escalated to BRC Done

Ownership Escalated to BRC

Comment

Confidential
Comment

06/16/03 LOTTM Ownership Changed Done

Service Request Ownership has changed FROM: LOTTM TO: SULE

Comment

Confidential
Comment

06/16/03 SULE BRC PAR Case Assigned Done

assigned file to Sue Le at ext. 58500

Comment

Confidential
Comment

06/16/03 RUZA Ownership Changed Done

Service Request Ownership has changed FROM: RUZA TO: LOTTM

Comment

Confidential
Comment

06/13/03 LOTTM Escalation Initials PAR Done

PAR

Comment Received and assigned in PAR. Marjorie Loti/PAR

Confidential
Comment

06/13/03 RUZA Inbound Call Customer Complex Request Done

INBOUND CALL FROM CUST

Comment CUST STATES CALLING TO PROVIDE VIN NUMBER. CUST SEEKS TO FILE PAR AS CUST EXPERIENCED COLLISION IN DRIVEWAY THAT CUST FEELS WAS IN RELATION TO PRODUCT DEFECT. CRM ADV WOULD FORWARD PAR ALLEGATION TO PAR AND THAT CUST WOULD BE NOTIFIED WITHIN 48-72 HOURS. CUST THANKED CRM HAD CRM GAVE CUST FILE NUMBER.

Confidential
Comment

06/13/03 ANTHONY RUJZATX,CADILLAC,47147
RUZA Notify CRM Done

cust called in

Comment

05/13/03 TAYLOR Inbound Call Customer Complex Request Done
 Cust called in asking for his working CRM extension, and to be transferred.

Comment

CRM advised the extension, and transferred the cust.

cardinalrylockbefore

05/13/03 RUZA Scheduled Outbound Call Cust Done

Comment

05/13/03 RUZA Inbound Call Customer Complex Request Done
 Cust states original owner of 1999 chevrolet corvette. cust states has approx 29100 miles. cust states received campaign notice on steering wheel problem originally two years ago.

Comment

Cust states steering wheel locked up.

cust states hit cement in driveway of home.

cust states feels as though there was a defect in the steering column, that caused this to happen. cust is alleging that veh had defective component that resulted in property an dvals damage. Veh has already been serviced.

Veh was serviced @ South County Chevrolet.

veh was completed on 4th or 5th of June.

Dr found problem with the steering column

switch. cust states the company covered the costs of the repairs. arm adv cust that vin number was needed in order to determine whether or not there were any campaigns on veh presently. arm adv cust that the cust could cal larm back with info and arm would definitely research matter further. arm gave cust the number and phone number to rust to call back. arm will await response from cust and follow up with cust in 24-48 hours if necessary

anlinary Ruiz.atx.ced@ac.47147

NHTS investigation code is 02-031

custs insurance company is covering all but \$500.00

N41

Excessive Effort

Confidential
Comment

safety involve

Confidential
Comment

Call cust to complete research. - 1-100001257

Confidential
Comment

Steering Column

Confidential
Comment

Steering - Column / Ignition Lock / Parts

1999 CORVETTE COUPE
 11U LT PEWTER METALLIC /V8G
 941 FIRETHORN RED INTERIOR TRIM
 ORDER NO. BJSBWZ/SRE STOCK NO.
 VIN 1G1YY22G3X5124416

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 1AD23607061
 *****GP*****13*06202S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
1YY01 CORVETTE COUPE	38685.00	33849.38	INVOICE 03/25/99
4AB MEMORY PACKAGE	150.00	129.00	SHIPPED 03/25/99
AG2 SIX-WAY PASSENGER POWER SEAT	305.00	262.30	EXP I/T 04/09/99
AQ9 ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES	625.00	537.50	INT COM 04/09/99
934 COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00	21.50	PRC EFF 03/25/99
884 BODY SIDE MOLDINGS	75.00	64.50	KEYS BN75 BN75
3J2 AIR CONDITIONING-ELECTRONIC DUAL ZONE	365.00	313.90	WFP-F QTR OPT-1
32L DUAL REMOVABLE ROOF PANELS	950.00	817.00	BANK: GMAC - 085
D42 REAR COMPARTMENT LUGGAGE SHADE AND PARCEL NET	50.00	43.00	CHG-TO 06-202
LS1 5.7L LITER SFI, V8	0.00	0.00	SHIP WT: 3218
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	HP: 48.7
T82 TWILIGHT SENTINEL	60.00	51.60	GMS: 35894.95
T96 FOG LAMPS	69.00	59.34	DAN: FCBRA
ON0 AM/FM STEREO W/CD PLAYER	100.00	86.00	MEMO 2092.45
JV6 HEADS UP DISPLAY	375.00	322.50	
V49 LICENSE PLATE FRAME	15.00	12.90	
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	
YFS CALIFORNIA EMISSIONS	N/C	N/C	
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	

TOTAL MODEL & OPTIONS	41849.00	36570.42	ACT 231 35894.95
DESTINATION CHARGE	580.00	580.00	H/B 261 1255.47
DEALER ADVERTISING		418.49	ADV 65A 418.49

TOTAL	42429.00	37568.91	PAY 310 37568.91
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35733.16	

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

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

AND SON CHEVROLET

REMIT TO GMAC NO. 085
 VIN 1G1YY22G3X5124416
 \$ 37568.91 INV 1AD23607061
 DUE 04/09/99 DEALER 06-202

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA061

07/08/2003 10:55

VIN 1G1YY22G3X5124416 OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR	REPAIR PREV.	CAMPAIGN
CODE NUMBER		DATE	DEALER NUMBER	TYPE
00034	DEALER REPAIRED	2001/04/09	06431	SAFETY
LAP BELT WEBBING TWISTED				
01044	DEALER REPAIRED	2001/09/05	06431	CUSTOMER SAT.
CORVETTE ELECTRONIC COLUMN LOCK				

INQUIRY COMPLETE

PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

GM Vehicle Inquiry System

Summary

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VIN:	1G1YY22G3X5124416
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VEHICLE INFORMATION

Merchandising Model :	1YY07 -1999 CORVETTE COUPE	Warranty Start Date :	04/14/1999				
BARS Order Type :	60 - RETAIL - SOLD						
Delivering Dealer :	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK , CA 94025-5239 (650) 321-4280	Selling Source :	13 - CHEVROLET				
		Site Code :	06202				
		Business Associate Code :	112208				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00034	LAP BELT WEBBING TWISTED	N/A	Closed
01044	CORVETTE ELECTRONIC COLUMN LOCK	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	04/14/1999	3 miles	04/14/2002	36003 miles
72/100000 SHEET METAL RUST-THROUGH	04/14/1999	3 miles	04/14/2003	100003 miles
36/36000 SHEET METAL CORROSION	04/14/1999	3 miles	04/14/2002	36003 miles
96/80000 PCM/CC EMISSIONS	04/14/1999	3 miles	04/14/2007	80003 miles
36/36000 FEDERAL EMISSIONS	04/14/1999	3 miles	04/14/2002	36003 miles
84/70000 CALIF EMISSIONS, SPEC COMPONENTS	04/14/1999	3 miles	04/14/2006	70003 miles
36/50000 CALIFORNIA EMISSION	04/14/1999	3 miles	04/14/2002	50003 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/13/2002	051672	#	E0721 - FT RT SNR TR PRSUR	22990 miles
05/05/2001	044092	#	V0743 - ECL RELAY HARNESS REPLACE	18772 miles
04/09/2001	039556	#	F2123 - RR DIFF CARRIER R&R	16111 miles

04/09/2001	039556	G	F2123 - RR DIFF CARRIER R&R	16111 miles
04/09/2001	039556	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES	16111 miles
01/21/2000	026063	#	J4217 - SPARK PLUG - DIAGNOSTICS WITHOUT REPLACEMENT	8386 miles
03/25/1999	A24416	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Claim History

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VIN :	1G1YYZ2G3X5124416
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CLAIM HISTORY

Repair Order Date :		06/13/2002		Repair Order Number :		051672		Odometer Reading :		22990 miles	
Serviced By :	SOUTH COUNTY CHEVROLET 17100 LAUREL RD MORGAN HILL, CA 95037-4434 (408) 779-2136					Selling Source :		13 - CHEVROLET			
						Site Code :		06431			
						Business Associate Code :		112176			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/23/2002	293	01	#	E0721 - FT RT SNR TR PREUR		10438853 - SENSOR		A	N/A	\$ 127.13	N

Repair Order Date :		09/05/2001		Repair Order Number :		044092		Odometer Reading :		18772 miles	
Serviced By :		SOUTH COUNTY CHEVROLET 17100 LAUREL RD MORGAN HILL, CA 95037-4434 (408) 779-2136				Selling Source :		13 - CHEVROLET			
						Site Code :		06431			
						Business Associate Code :		112176			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
09/11/2001	203	01	#	V0743 - ECL RELAY HARNESS REPLACE		88952427 - HARNESS K		N/A	N/A	\$ 159.02	N

Repair Order Date :		04/09/2001		Repair Order Number :		039556		Odometer Reading :		16111 miles	
Serviced By :		SOUTH COUNTY CHEVROLET 17100 LAUREL RD MORGAN HILL, CA 95037-4434 (408) 779-2136				Selling Source :		13 - CHEVROLET			
						Site Code :		06431			
						Business Associate Code :		112176			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/01/2001	174	01	G	F2123 - RR DIFF CARRIER R&R		N/A		N/A	N/A	\$ 43.34	Y
				F2123 - RR DIFF CARRIER							

05/11/2001	168	01	#	R&R	12369460 - SEAL	N/A	N/A	\$ 726.11	N
07/24/2001	163	01	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES	10306414 - GUIDE KIT	N/A	N/A	\$ 40.03	N

Repair Order Date :		01/21/2000		Repair Order Number :		026063		Odometer Reading :		8386 miles	
Serviced By :		SOUTH COUNTY CHEVROLET 17100 LAUREL RD MORGAN HILL, CA 95037-4434 (408) 779-2136				Selling Source :		13 - CHEVROLET			
						Site Code :		06431			
						Business Associate Code :		112176			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/28/2000	34	01	#	J4217 - SPARK PLUG - DIAGNOSTICS WITHOUT REPLACEMENT		N/A		N/A	N/A	\$ 21.86	N

Repair Order Date :		03/25/1999		Repair Order Number :		A24416		Odometer Reading :		0 miles	
Serviced By :	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK, CA 94025-5239 (650) 321-4280					Selling Source :		13 - CHEVROLET			
						Site Code :		06202			
						Business Associate Code :		112208			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/29/1999	945	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE		N/A		N/A	N/A	\$ 134.59	N

CHECK HISTORY

Vehicle Has No Associated Check History.

GM Vehicle Inquiry System

Line Comments

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VIN :	1G1YY22G3X5124416
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LINE COMMENTS

Repair Order Date :		04/09/2001		Repair Order Number :		039556		Odometer Reading :		16111 miles	
Serviced By :		SOUTH COUNTY CHEVROLET 17100 LAUREL RD MORGAN HILL, CA 95037-4434				Selling Source :		13 - CHEVROLET			
						Site Code :		06431			
						Business Associate Code :		112176			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
06/01/2001	174	01	G	F2123 - RR DIFF CARRIER R&R			N/A		N/A	N/A	\$ 43.34
Comments		DEBIT EXCESSIVE LABOR AMOUNT									

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GM Vehicle Inquiry System

Vehicle Build

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VIN	1G1YY22G3X5124416
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VEHICLE BUILD

Merchandising Model :	1YY07 -1999 CORVETTE COUPE		
Gross Vehicle Weight Rating :	1693 kg (3733 lb)	Order Number :	BJSBWZ
Build Date :	03/25/1999	Build Plant :	1XSY - BOWLING GREEN

OPTION CODES

AAB - MEMORY PACKAGE	AG2 - 6-WAY POWER PASSENGER SEAT
AK5 - DRIVER & PASSENGER SUPPLEMENTAL	AQ9 - RECLINING FRONT BUCKET SEATS
BGR - BOWLING GREEN PLANT	B34 - COLOR-KEYED FRONT FLOOR MATS
B4 - BODY SIDE MOLDINGS	CJ2 - DUAL ZONE
C2L - DUAL REMOVABLE ROOF PANELS	DL5 - DECAL
DL8 - OSRV DUAL POWER HEATED MIRRORS	D42 - REAR COMPARTMENT CARGO COVER
FBI - SUSPENSION SYSTEM-SOFT RIDE	GU2 - REAR AXLE 2.73 RATIO
IL3 - TRIM INTERIOR DESIGN-AQ9	IL9 - ANTILOCK, FRT & RR WHL
K63 - 110 AMP GENERATOR	LS1 - 5.7L LITER SFI, V8
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	M30 - TRANSMISSION WITH OVERDRIVE
NB6 - EMISSION SYSTEM, CALIFORNIA TIER 1	NK4 - LEATHER WRAPPED STEERING WHEEL
QD4 - STYLED ALUMINUM WHEEL	R9Z - POMS AUTO SEQUENCE
T82 - TWILIGHT SENTINEL HEADLAMPS	T96 - FOG LAMPS
UN0 - DIGITAL CLOCK, AND	UV6 - HEADS UP DISPLAY
UV7 - WINDSHIELD ANTENNA	UZ6 - BOSE SPEAKER & AMPLIFIER SYSTEM
U52 - ELECTRONIC INSTRUMENTATION	VG6 - BUMPER IMPACT
VG5 - NOTICE TO BUYER LABEL	V49 - LICENSE PLATE FRAME
V73 - STATEMENT OF VEHICLE CERT.-U.S.	XGG - FRONT TIRE-P245/45ZR17 BW SBR
WFS - CALIFORNIA EMISSIONS	YGH - REAR TIRE-P275/40ZR18 BW SBR
1BA - * P235/75R15 OOR WL TIRES	11U - LIGHT PEWTER METALLIC

941 - FIRETHORN RED INTERIOR TRIM

943 - FIRETHORN RED LEATHER TRIMMED

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GM Vehicle Inquiry System

Vehicle Component

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1G1YY22G3X5124416
-----	-------------------

Vehicle Component

Component Code :	10 - ENGINE ASSEMBLY				
Source Plant :	W - CPC/DDA ROMULUS, MICHIGAN				
Part/Num Broadcast :	ZAB	Traceability :	990762364		
Date Scanned :	03/24/1999	Time Scanned :	14.38.00	Scan Station :	01

Component Code :	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant :	S - SAGINAW DIVISION SAGINAW, MI				
Part/Num Broadcast :	MJH	Traceability :	XB1890759		
Date Scanned :	03/25/1999	Time Scanned :	12.01.00	Scan Station :	09

Component Code :	61 - TRANSMISSION				
Source Plant :	Y - HYDRAMATIC TOLEDO, OHIO				
Part/Num Broadcast :	9YDD	Traceability :	23398958		
Date Scanned :	03/24/1999	Time Scanned :	15.30.00	Scan Station :	02

Component Code :	81 - ENGINE TUNE UP LABEL				
Source Plant :	N/A				
Part/Num Broadcast :	LAD	Traceability :	N/A		
Date Scanned :	03/25/1999	Time Scanned :	12.01.00	Scan Station :	04

Component Code :	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant :	9				
Part/Num Broadcast :	CXNJ	Traceability :	19076ARRH		
Date Scanned :	03/25/1999	Time Scanned :	12.01.00	Scan Station :	03

Component Code :	AB - IR-MODULE ASM-INFLATOR				
------------------	-----------------------------	--	--	--	--

Part/Num Broadcast :	5723	Traceability :	YVADK34		
Date Scanned :	03/25/1999	Time Scanned :	12.01.00	Scan Station :	05

Component Code :	AL - IR-MODULE ASM-I/P				
Source Plant :	M - MORTON-THIOKOL				
Part/Num Broadcast :	5724	Traceability :	YVACW30		
Date Scanned :	03/25/1999	Time Scanned :	12.01.00	Scan Station :	06

Component Code :	AS - SENSING DIAGNOSTIC MODULE				
Source Plant :	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast :	5001	Traceability :	19075103C		
Date Scanned :	03/25/1999	Time Scanned :	12.44.00	Scan Station :	08

Component Code :	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant :	N/A				
Part/Num Broadcast :	1ZZ	Traceability :	1540113		
Date Scanned :	03/08/1999	Time Scanned :	21.50.00	Scan Station :	N/A

Component Code :	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant :	N/A				
Part/Num Broadcast :	1YY	Traceability :	0065279		
Date Scanned :	03/09/1999	Time Scanned :	06.35.00	Scan Station :	N/A

Component Code :	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant :	N/A				
Part/Num Broadcast :	1MM	Traceability :	0065414		
Date Scanned :	03/25/1999	Time Scanned :	12.31.00	Scan Station :	N/A

GM Vehicle Inquiry System

Delivery Information

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

[Help](#)

VIN :	1G1YY22G3X5124416
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IN-SERVICE INFORMATION

In-Service Information Not On file

DELIVERY INFORMATION

Delivery Date :	04/14/1999	Delivery Type :	010 - RETAIL/INDIVIDUAL	Delivered Odometer :	3 miles
Delivering Dealer :	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK, CA 94025-5239 (650) 321-4280	Delivery Selling Source :		13 - CHEVROLET	
		Delivery Site Code :		06202	
		Business Associate Code :		112208	

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GM Vehicle Inquiry System

Dealer Information

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

[Help](#)

VIN :	1G1YY22G3X5124416
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INVOICE INFORMATION

Invoice Date :	03/25/1999		
Site Address :	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK, CA 94025-5239 (650) 321-4280	Selling Source :	13 - CHEVROLET
		Site Code :	06202
		Business Associate Code :	112208

SHIP-TO INFORMATION

Ship-To Date :	04/12/1999		
Site Address :	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK, CA 94025-5239 (650) 321-4280	Selling Source :	13 - CHEVROLET
		Site Code :	06202
		Business Associate Code :	112208

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CUSTOMER NAME

SERIAL NO. 1G1YY22G3X5124416

TOTAL R/O'S

9

TOTAL SERV. DAYS 14

MAKE CV CHEVROLET

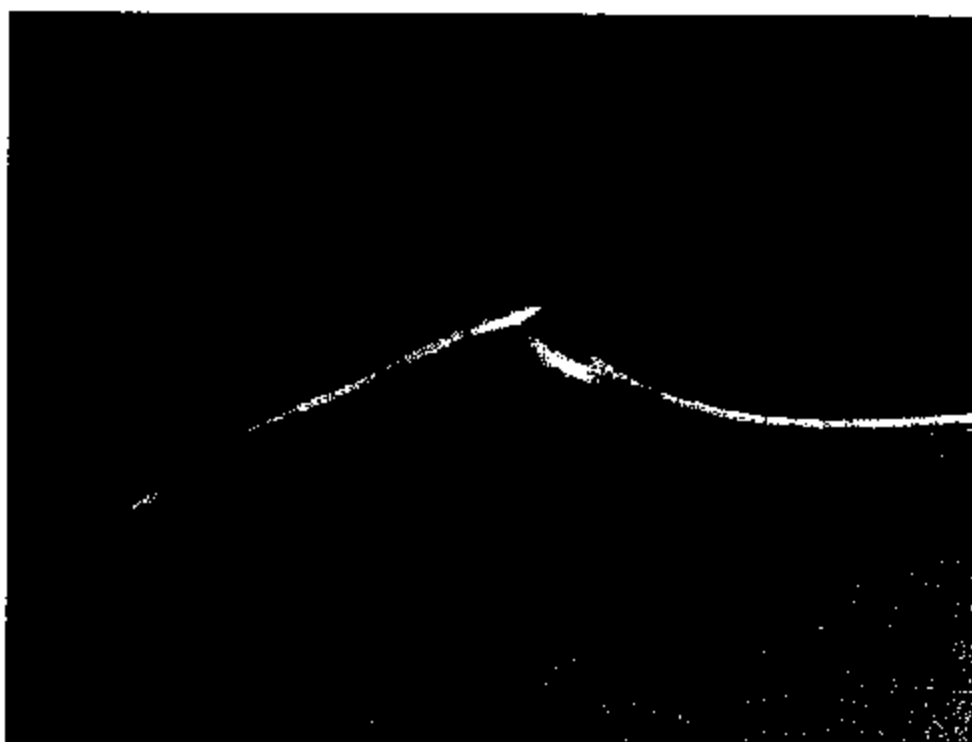
RO. NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1 60266	05/30/2003	29000	A	115			
			T	450	1	I 01CVZ030	30000 MILE SERV
			T	450	2	C 47CVZ	AXLE/DIFFERENTIAL
2 60237	05/30/2003	29000	A	115			
			T	239	1	C 51CVZ	BODY ELECTRICAL
			T	119	2	C 01CVZ030	30000 MILE SERV
3 51672	06/13/2002	22990	A	471			
			T	454	1	C 00CVZ	QUICK SERVICE
			T	192	2	W 46CVZ	WHEELS/TIRES
			T	449			
4 44092	09/05/2001	18772	A	478			
			T	239	1	W 45CVZ13	STEER/SUSP RECAL
5 41291	06/06/2001	16841	A	478			
			T	450	1	C 00CVZ	QUICK SERVICE
			T	450	2	C 40CVZ05	PARKING BRAKE

(E-ENTER) (F-FORWARD) (P-PAGE) (LINE#) (S-SUMMARY PRINT)









SOUTH COUNTY CHEVROLET

17108 LAUREL ROAD
MORGAN HILL, CA 95037
(408) 779-2136
DIRECT SERVICE LINE (408) 779-5547

BAR # AF-103231

EPA # CAL000180972



CONFIDENTIAL	NAME	DATE	SIGNATURE	SALES REP.
11381	JASON EOSTER 118	080	RECEIVED	CVC-880227
	ADDRESS	PHONE	SALES	STREET NO.
		20000	PESTER	
	YEAR / MAKE / MODEL		SALES REP.	SALES REP. NO.
	CHEVROLET CORVETTE CP 3DR LD			
	VIN			
	1G1YY2263X5124418			
GRINDY, CA	STATE	ZIP	SALES REP.	SALES REP. NO.
			RECEIVED	
	COMMENTS			

TOTALS

IF FOR SOME REASON WE DIDN'T MEET YOUR FULL SERVICE NEEDS & CAN'T GIVE OUR SERVICE DEPT A 100% SATISFIED CHEVROLET C.S.I. REPORT, PLEASE CONTACT ME, YOUR SERVICE AND PARTS DIRECTOR, BEGONE C BACIA

TOTAL LABOR	629.67
TOTAL PARTS	257.17
TOTAL SALES	85.40
TOTAL S.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	30.29
TOTAL INVOICE \$	982.53

CUSTOMER SIGNATURE

CHARGE ON
ACCT#: 0000

SOUTH COUNTY CHEVROLET

17100 LAUREL ROAD
MORGAN HILL, CA 95037
(408) 779-2136

DIRECT SERVICE LINE (408) 779-5547

BAR # AF-103231

EPA # CAL000150872



ORDER NO. 11381	ADDRESS JASON POSTER 115	DATE 080	SALES REP DANIELS	INVOICE NO. CVC882288
	LAST NAME JASON POSTER	MOBILE 29000	COLOR PEUTER	VEHICLE
	YEAR / MAKE / MODEL BUICK/BUICK/BUICK		DEALER CODE	DEALER NAME
	VEHICLE ID NO. 1G1YY2263X5124418		SALES REP CODE	SALES REP NAME
SHIRAZ, CA				

LABOR & PARTS
JOB # 1 01CV2030 30000 MILE SERVICE TECH(S):450 INTERNAL
CUSTOMER REQUESTS 30000 MILE SERVICE
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE

PARTS.....QTY.....FP.....NUMBER.....DESCRIPTION.....UNIT PRICE.....
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2-47CVZ AXLE/DIFFERENTIAL TECH(S):450 160.40
CUSTOMER STATES REAR DRIVE AXLE IS LEAKING GREASE AT BOOT
BOOT IS TURN
REPLACES BOOT

QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
1		1000007	BOOT KIT 5.430	66.51	66.51
1		1000008	CLEANER 0.800	7.99	7.99
1		1000009	SEAL 9.430	23.17	23.17
1		1000010	CLAMP	6.46	6.46
JOB # 2 TOTAL PARTS				164.11	
JOB # 2 TOTAL LABOR & PARTS				264.51	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$600.00 (+TAX)

REMARKS
NO CLOSED DUE TO END OF MONTH SEE 1066237

TOTALS.....
IF FOR SOME REASON WE DIDN'T MEET YOUR FULL SERVICE NEEDS &
CAN'T GIVE OUR SERVICE DEPT A 100% SATISFIED CHEVROLET C.S.I.
REPORT, PLEASE CONTACT ME, YOUR SERVICE AND PARTS DIRECTOR.
GEORGE C. GARCIA

TOTAL LABOR	160.40
TOTAL PARTS	164.11
TOTAL SALES	0.00
TOTAL G.D.S.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	8.59
TOTAL INVOICE \$	273.10

CUSTOMER SIGNATURE

U.S.A.A.
WESTERN REGIONAL OFFICE
P.O. BOX 15506
SACRAMENTO, CA 95862-1506
(800) 531-8222 (916) 921-9060

CD LOG NO 352 -0

05-30-03 3:13 PM

ESTIMATE

CLAIM INFORMATION

CLAIM # 000000002 POLICY #
COMPANY USAA, BASE - CA, CLOSE CD - N CLAIM REP 08211/00027
INSURED LOSS DATE 05-17-03
CLAIMANT LOSS TYPE COLLISION
LOSS PAYEE ACCT # 001

INSPECTION

TYPE	FIELD	
PRIMARY POI	LEFT FRONT FENDER	SECOND POI
APPRAISER NAME	LISA SUPER	
WORK PHONE	(800) 606-9288	FAX (800) 606-9288
ADDRESS	PO BOX 156	INSP DATE 05-30-03
CITY STATE	MORGAN HILL, CA	LOCATION DEALERSHIP
ZIP	95038-	CITY STATE MORGAN HILL CA

OWNER

ALLEN, RICHARD S WORK#(408) 432-1900
9250 RANCHO HILLS DR HOME#(408) 847-7903
GILROY CA 95020-7735

REPAIR

OWNER'S CHOICE CAR IN

VEHICLE

1999 CHEVROLET CORVETTE STD 2 DR COUPE
8CYL GASOLINE 5.7

OPTIONS

TWO-STAGE - EXTERIOR SURFACES	TWO-STAGE - INTERIOR SURFACES
BOMPER MOUNTED FOG LAMPS	DRIVER POWER SEAT
TILT AND TELESCOPIC STRG WHEEL	AUTOMATIC TRANS

BODY COLOR	PENNER	MILEAGE	29,081
CONDITION		VIN	1G1YY22G3XS124416
LICENSE #	HAGIS18	CODE	0116
LICENSE STATE	CA	VEH INSP #	

REMARKS:

DR: 5-29 DC: 5-29 DI: 5-30 DRV:N SCRD: 5-30 ZRT: 4 TO 5 DAYS (BODY)
VEHICLE OWNER PROVIDED DAMAGE REPORT BY FAX & MAIL.
PROD DATE: 3-99
ELECTRONIC CHECK REQUESTED TO BE SENT TO INSD FROM USAA'S SAN ANTONIO,
TX OFFICE.
ADDITIONAL COMMENTS: THIS ESTIMATE IS FOR BODY DAMAGE ONLY, STEERING ISSUE
THRU SOUTH COUNTY CHEVROLET DEALERSHIP.

OP CODES:

* - USER-ENTERED VALUE	E - REPLACE OEM	NG - REPLACE NAGS
EC - ALTERNATE REPL PART	QC - RECONDITIONED PRT	UM - REMAN/REBUILT PRT
EV - RECYCLED PART	EP - ALTERNATE REPL PART	PC - PXN RECONDITIONED
FM - PXN REMAN/REBUILT	TE - PARTL REPL PRICE	ET - PARTL REPL LABOR

*1999 CHEVROLET CORVETTE LTD 2 DR COUPE

CLAIM # 000000002

LOG 352

-0

05-30-03 3:13 PM

IT = PARTIAL REPAIR

I = REPAIR

L = REFINISH

BR = BLEND REFINISH

TT = TWO-TONE

CG = CHIPGUARD

SB = SUBLET

N = ADDITIONAL LABOR

RI = R&I ASSEMBLY

P = CHECK

AA = APPEAR ALLOWANCE

RP = RELATED PRIOR

UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MTR. PART NO.	PRICE	AJ4	B4	HOURS	R
N	0007		FRT BUMPER CVR OVERRA	ADDITIONAL LABOR				2.7	1
			>>TIME INCLUDES .5 HOUR COLOR MATCH						
BR	0006		COVER, FRONT BUMPER	BLEND REFINISH				2.4	4
				1.2 Blend					
				0.6 Two-stage setup					
				0.6 Two-stage					
E	0291		EMBLEM, FRT BMR COVER	10258164 GM PART	33.81			0.2	1
BR	0047		COVER, HEADLAMP	LT BLEND REFINISH				0.4	4
				0.3 Blend					
				0.1 Two-stage					
BR	0048		COVER, HEADLAMP	RT BLEND REFINISH				0.3	4
				0.2 Blend					
				0.1 Two-stage					
BR	0083		PANEL, HOOD	BLEND REFINISH				1.6	4
				1.1 Blend					
				0.5 Two-stage					
E	0103		FENDER, FRONT	LT 10288100 GM PART	278.49			1.9	1
L	0103		FENDER, FRONT	LT REFINISH				3.1	4
				2.1 Surface					
				0.5 Edge					
				0.5 Two-stage					
RI	0256		MIDG, FENDER BIDE	LT R&I ASSEMBLY				0.1	1
BR	0209		PNL, FRONT DOOR GATE	LT BLEND REFINISH				1.2	4
				0.8 Blend					
				0.4 Two-stage					
RI	0233		W/STRIP, BELT OUTER	LT R&I ASSEMBLY				0.2	1
RI	0199		MIDG, FRONT DOOR SID	LT R&I ASSEMBLY				0.5	1
RI	0225		MIRROR, SPORT R/C	LT R&I ASSEMBLY				0.4	1
RI	0227		HANDLE, FRONT DOOR D	LT R&I ASSEMBLY				0.7	1
N	M17		COVER CAR EXTERIOR	ADDITIONAL LABOR	5.00*			0.0*	1
SB	M60		HAZARDOUS WASTE REMOVA	SUBLET	5.00*				1
BR			ROCKER, LT	BLEND REFINISH				0.7*	4*
				0.7* Blend					

17 ITEMS

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$	312.30
OTHER PARTS	\$	5.00
PAINT MATERIAL	\$	232.80

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS TOTAL	\$	550.10
TAX ON PARTS & MATERIAL @ 8.0000	\$	44.01

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 60.00	4.0	2.7	\$ 402.00
2-MECH/ELEC	\$ 60.00			
3-FRAME	\$ 60.00			
4-REFINISH	\$ 60.00	9.7		\$ 582.00
5-PAINT	\$ 24.00			

1999 CHEVROLET CORVETTE STD 2 DR COUPE
 CLAIM # [REDACTED] LOG 352 -0 05-30-03 3:13 PM
 LABOR TOTAL \$ 984.00
 TAX ON LABOR \$
 SUBLET REPAIRS \$ 5.00
 TOWING
 STORAGE
 GROSS TOTAL \$ 1,583.11
 LESS: DEDUCTIBLE \$ 500.00-
 NET TOTAL \$ 1,083.11

PEN Y/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 95123 SAN JOSE
 SPPL Yes Geocode: 95123 SAN JOSE
 ADP PENPRO W0405 ES LOG352 -0 05-30-03 15:53:12 REL 4.05 SW01/03 DT05/03
 (C) 1993 - 2882 AEP CLAIMS SOLUTIONS GROUP, INC.

2.8 HRS WERE ADDED TO THIS EST, BASED ON ADP'S TWO-STAGE REFINISH FORMULA.
 CALIFORNIA LAW PROVIDES THAT YOU HAVE THE RIGHT TO SELECT THE REPAIR FACILITY
 OF YOUR CHOICE.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A
 SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY WARRANTIES
 APPLICABLE TO THESE REPAIR PARTS ARE PROVIDED BY THE MANUFACTURER OR
 DISTRIBUTOR OF THE PARTS, RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR
 VEHICLE.

THIS IS NOT A REPAIR AUTHORIZATION...NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.
 PLEASE GIVE THIS REPAIR ESTIMATE TO YOUR GARAGEMAN. DISCLAIMER: "FAILING TO
 PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIR MAY RESULT IN
 ADDITIONAL EXPENSE TO YOU. ANY SUPPLEMENT TO THIS ESTIMATE MUST BE AUTHORIZED
 BY A UREA APPRAISER." NOTICE: "REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC
 WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER." CALIFORNIA LAW PROVIDES
 THAT YOU HAVE THE RIGHT TO SELECT THE REPAIR FACILITY OF YOUR CHOICE.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Peachtree City

GA

HOME PHONE:

CASE NUMBER: 1-118071849

VIN: 1G1YY22G9W5100667

MODEL YEAR: 1998

DATE OPENED: 2003-07-10

SERIES: Corvette

DATE CLOSED: 2003-07-16

MILEAGE: 44000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: PARYes

DEALER NAME: Southtowne Motors of Newnan II, Inc.

BRC PARENT:

DEALER ADDRESS: 695 Bullsboro Dr, Newnan, GA, 30265-1008, USA

*****GENERAL CASH INFORMATION*****

N01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

check for recalls on steering column lock; ; 2003-07-10

2003-07-10

Veh caused accident in another veh; ; 2003-07-10

2003-07-10

Service Request Ownership has changed FROM: TEMPREES TO: HANCEN; ; 2003-07-10

2003-07-10

assigning activity to PAR que; ; 2003-07-11

2003-07-11

Service Request Ownership has changed FROM: HANCEN TO: LOTTM; ; 2003-07-11

2003-07-11

assigned file to Myrna Vasquez-Ham at ext. 58592; ; 2003-07-16

2003-07-11

file assigned; ; 2003-07-16

2003-07-16

Service Request Ownership has changed FROM: LOTTM TO: VASQUEZ; ; 2003-07-16

2003-07-16

NO OTHER RELATED FILES FOUND CORE/SIEBEL; ; 2003-07-16

2003-07-16

Ownership Escalated to BRC; ; 2003-07-16

2003-07-16

no dealer contact needed no activity in the last 2 years; ; 2003-07-16

2003-07-16

no Avm contact needed no activity in the last 2 years; ; 2003-07-16

2003-07-16

CRM left a message for customer at (770) 487-8353; ; 2003-07-16
2003-07-16

Mrs. Tyndall returned call.; ; 2003-07-16
2003-07-16

Description of Incident; ; 2003-07-16
2003-07-16

initial continued; ; 2003-07-16
2003-07-16

CRM contacted Southtowns Chev spoke to Adrian (770) 253-1407; ; 2003-07-16
2003-07-16

decline; ; 2003-07-16
2003-07-16

no inspection requested; ; 2003-07-16
2003-07-16

business summary; ; 2003-07-16
2003-07-16

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

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

INCIDENT DATE: 2003-07-07 INCIDENT TIME: 10:00:00.000000
INCIDENT LOCATION: Walmart parking lot Peachtree City, GA

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: Cust alleges his veh wouldnt turn while backing out of a parking space
and caused 2 other veh to collide to avoid hitting his veh.

ALLEGED DEFECTIVE COMPONENT: Body

INCIDENT RESULT:
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

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

RE INFORMATION: Cust did not have ph # to insurance co.
MAINTENANCE LOCATION: Cust has a mechanic friend do maint.
CURRENT LOCATION OF VEHICLE: Cust home address
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: INSPECTORS NAME: Inspection Not Performed INSPECTION DATE:
MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

AS VEHICLE ROAD TESTED:

AD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****AIR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM622C
EA02-031

ATTACHMENT "4F"

GM RESTRICTED

CASE NUMBER: 1-40651331 VIN: G1Y V
 DATE 10/14/02 MODEL 1997
 DATE 10/14/02 SERIES CORVETTE
 SOURCE: N/YES MILEAGE 90000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Maplewood NJ [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-40651331 VIN:
 MODEL YEAR: 1997
 DATE OPENED: 2002-10-14 SERIES: Corvette
 DATE CLOSED: 2002-10-14 MILEAGE: 90000.0000000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: N/Yes DEALER NAME:
 SRC PARENT: DEALER ADDRESS:

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

M01 General
 0 REPAIR ATTEMPT(S) Inoperative

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

Steering locked up; ; 2002-10-14
 2002-10-14

Service Request has been Closed Dissatisfied.; ; 2002-10-14

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

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

OWNER DESCRIPTION:

GM RESTRICTED

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

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:

REFURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

NAME:

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

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

344103

CASE NUMBER: 00811070 VIN: G1Y X
 DATE OPENED: 07/03/00 MODEL YEAR: 99
 DATE CLOSED: 07/03/00 SERIES: CORVETTE
 SOURCE: YES MILEAGE:
 CUSTOMER: -NONE-
 ADDRESS:
 HOME PHONE: STATE: CT
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: Unknown,
 HOME PHONE:

CASE NUMBER: 00811070 VIN:
 MODEL YEAR: 1999
 DATE OPENED: 2000-07-03 SERIES: Corvette
 DATE CLOSED: 2000-07-03 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME:
 SRC PARENT: DEALER ADDRESS:

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

0 REPAIR ATTEMPT(S)

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.

TECHNICAL

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

CUST VEH. SERVICE COLUMN SOON CAME ION AND LOCKED THE STEERING WHEEL. CUST SET APPT FRIDAY WITH DEALERSHIP. CRM GAVE FILE # FOR HER TO CALL BACK IF NOTHING IS FOUND OUT. SHARON NICHOLS PDX; 0; 331520913

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

GM RESTRICTED

344103

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:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

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

344103

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:

*****HRC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

296843

CASE NUMBER: 99-0550314 VIN: G1Y X
DATE OPENED: 10/20/99 MODEL YEAR: 99
DATE CLOSED: 10/22/99 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 5000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] WORCESTER MA [REDACTED]
HOME PHONE: [REDACTED] STATE: MA
BUS. PHONE:

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

CUSTOMER STATES THE CAR HAS A COMPUTER PROBLEM. CUSTOMER STATES HE TOOK THE CAR FOR THE SAME PROBLEM TO THE DEALERSHIP TO HAVE IT FIXED THE DEALERSHIP IS UNABLE TO FIX THE PROBLEM THE CUSTOMER STATES HE DOES NOT FEEL SAFE TO DRIVE THE CAR BECAUSE IT CAN UNLOCK OR LOCK AT ANYTIME. THE DEALERSHIP CALLED AND ASKED TO PICK UP THE CAR EVEN IF THEY COULD NOT FIX THE PROBLEM. CUSTOMER DOES NOT FEEL SAFE TO DRIVE THE CAR. CRM ADVISED WHAT THE CUSTOMER IS SEEKING FROM CHEVROLET. CUSTOMER IS SEEKING TO KNOW IF CHEVROLET HAS A SERVICE BULLETIN CONCERNING THE COMPUTER SYSTEM AND IF THERE IS A SERVICE BULLETIN TALKING CAR OF THIS PROBLEM. CRM ADVISED WILL HAVE TO CALL THE DEALERSHIP TO HAVE MORE INFORMATION ABOUT THE TECHNICAL OPINION OF THE SERVICE MANAGER. CRM/BOUTAYNA ZAKARIYA AUSTIN TEXAS

CRM CALLED THE DEALERSHIP AND THE LINES WERE BUSY. CRM WILL CALL BACK AGAIN. CRM/BOUTAYNA ZAKARIYA AUSTIN TEXAS

CRM CALLED THE DEALERSHIP THE SERVICE MANAGER WAS NOT AVAILABLE. PHONE [REDACTED] CRM WAS ADVISED THAT THERE IS NO SERVICE BULLETIN AT THIS TIME FOR THIS TYPE OF PROBLEM, AND THE DEALERSHIP IS TRYING TO FIND A SOLUTION WITH THE DEALERSHIP TECHNICAL SUPPORT GROUP. CUSTOMER PICKED UP THE CAR TODAY. CRM WILL HAVE TO CALL BACK THE SERVICE MANAGER TO MORE INFORMATION. CRM/BOUTAYNA ZAKARIYA/AUSTIN TEXAS

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

CODE #	DESC	CODE COMMENTS
M40	0	LOCK SYSTEM IN THE STEERING WHEEL IS NOT WORKING CASE CLOSED BY SYSTEM
R47	0	LOCK PROBLEM WITH THE CAR CASE CLOSED BY SYSTEM

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

333598

CASE NUMBER: 00312698 VIN: GLY X
 DATE OPENED: 05/10/00 MODEL YEAR: 1999
 DATE CLOSED: 05/10/00 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 20400
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: SC
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: LOVE CHEVROLET OLDSMOBILE, INC.
 BNC PARENT: DEALER ADDRESS: 100 PARKRIDGE DRIVE, COLUMBIA, SC, 29212, USA

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

M&I Steering Column/Lock/Attaching Parts Other
 0 REPAIR ATTEMPT(S) lockms up

steering column locks up

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

cust states that he has been having problems with his steering column locking up..cust states that the first time it happened he waited 10 sec and restarted veh like message on info center in the car advised..cust states that this time the veh would notunlock and he had veh towed to dixship..crm advised cust that cac is not a technician and that we rely on our dixship for visual inspections as well as for tech info..cust states that tac has been notified of concern..cust states that problem is intermittent..crm advised to keep in contact with svc dept for more infor..crm advised that if cust is still concerned that an area rep could be contacted thru the svc mgr.: 0, 326828720

*****CAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENTS:

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

WAS ANOTHER VEHICLE INVOLVED:

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

333598

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:

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:

LEASE LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

DEALER ADMINISTRATION:

RELEASE:

GM RESTRICTED

333598

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****AIR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

375491

CASE NUMBER: 04748506 VIN: G1Y Y
 DATE OPENED: 06/29/01 MODEL YEAR: 00
 DATE CLOSED: 07/11/01 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 10000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CLARK , NJ [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04748506 VIN: [REDACTED]
 MODEL YEAR: 2000
 DATE OPENED: 2001-06-29 SERIES: Corvette
 DATE CLOSED: 2001-07-11 MILEAGE: 10000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: THE NEW MORRIS CHEVROLET INC
 SRC PARENT: DEALER ADDRESS: 433 NORTH AVE E., WESTFIELD, NJ, 07090, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
 3 REPAIR ATTEMPT(S) LOCKED, TOW TO DLR

STEERING COLUMN LOCK

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

CUST CALLED TO SAY HER VEH HAD BEEN TOWED TO THE DLR NOW FOR THE 3RD TIME FOR THE
 STEERING COLUMN LOCKING. CRM TO CONTACT DLR FOR DIAGNOSIS. CUST STATES THE DLRSHIP HAS
 NOT BEEN ABLE TO DUPLICATE THE PROBLEM THUS FAR..... JANET STCLAIR/PDX/CAC; 0;
 362708086
 2001-06-29

CRM ATTEMPTED TO CONTACT THE DLR, BUT BECAUSE OF THE TIME DIFFERENCE, THE DLR APPEARS TO
 BE CLOSED FOR THE EVE. WILL CONTACT ON MONDAY AM APPROX 9:30 AM, THE WILL CONTACT THE
 CUST ON CELL PHONE (908-230-1301), AT APPROX 9:45 AM PST..... JANET
 STCLAIR/PDX/CAC; 0; 362708454
 2001-07-02

CRM CONTACTED THE SVC MGR MARTY, HE SAID HE HAS NOT HAD A CHANCE TO CHECK THE VEH. CRM
 SCHEDULED CALL BACK WITH SVC MGR FOR TOMORROW. VOICE MAIL LEFT FOR CUST THAT THE CALL
 BACK IS SCHEDULED FOR TOMORROW AND WILL CALL AFTER SPEAKING WITH SVC
 MGR..... JANET STCLAIR/PDX/CAC; 0; 362952993

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

375491

2001-07-03

CRM ATTEMPTED TO CONTACT THE DLR SVC DEPT AND THE SVC MGR MARTY. CRM WAS INFORMED THAT HE WAS ON THE ROAD AND WOULD RETURN AT A LATER TIME IN THE DAY. CRM WILL ATTEMPT AGAIN LATER TODAY.....JANET STCLAIR/PDX/CAC; 0; 363041136

2001-07-05

CRM CONTACTED THE SVC MGR MARTY. HE SAID THE VEH WAS JUST NOW BEING LOOKED AT. CRM INSTRUCTED BY SVC MGR TO SPEAK TO ANY ONE OF THE SVC WRITERS AND THEY WOULD BE ABLE TO ANSWER QUESTIONS ABOUT THE VEH. CRM WILL CONTACT THE CUST TO LET THEM KNOW WHAT THE FINDINGS ARE SO FAR ON THE VEH.....JANET STCLAIR/PDX/CAC; 0; 363211195

2001-07-05

CRM CONTACTED THE CUST AND LET HER KNOW THAT THE DLRSHF IS JUST NOW LOOKING AT THE VEH, AND CRM WILL CALL BACK THIS AFTERNOON TO SEE IF ANYTHING HAS BEEN FOUND.....JANET STCLAIR/PDX/CAC; 0; 363211449

2001-07-05

CRM SPOKE WITH JIM IN THE SVC DEPT. HE STATED THE VEH HAD BEEN DIAGNOSED AND A LOCK OUT MOTOR HAD BEEN ORDERED AND SHOULD BE IN TOMORROW FOR THE REPAIR. CRM WILL CONTACT THE CUST AND UPDATE WITH THE FINDINGS OF THE DLR.....JANET STCLAIR/PDX/CAC; 0; 363218691

2001-07-09

CRM LEFT VOICE MAIL ASKING CUST TO CALL IN AND LET US KNOW IF EVERYTHING HAD BEEN TAKEN CARE OF ON HER VEH. *****NEXT CRM***** PLEASE DOC CUST CONCERNS AND IF THE VEH HAS BEEN FIXED. NO FURTHER ACTION REQUIRED BY THIS

CRM.....JANET STCLAIR/PDX/CAC; 0; 363553161

2001-07-11

CUST CALLED IN STATING THAT ALL IS TAKEN CARE OF ON VEH AND WANTED TO THANK PREVIOUS CRM FOR ASSISTANCE.....CUST THANKED CUST FOR CALLING IN.....PABLO CABREUDO.PDX; 0; 363742691

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

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

375491

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

MILEAGE @ BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

346997

CASE NUMBER: 01486551 VIN: G1YY V
 DATE OPENED: 09/06/00 MODEL YEAR: 97
 DATE CLOSED: 09/08/00 SERIES: CORVETTE
 SOURCE: MILEAGE: 16000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] FORT WAYNE
 HOME PHONE: [REDACTED] IN [REDACTED]

CASE NUMBER: 01486551 VIN:
 DATE OPENED: 2000-09-06 MODEL YEAR: 1997
 DATE CLOSED: 2000-09-08 SERIES: Corvette
 SOURCE: Phone MILEAGE: 16000
 SRC TYPE: DELIVERY DATE:
 SRC PARENT: DEALER NAME:
 DEALER ADDRESS:

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKED
M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED AFTER STARTING
T04 General Information	Other
0 REPAIR ATTEMPT(S)	HOW TO UNLOCK STEERING

CORVETTE STEERING LOCKED

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

CUST STATES THAT HIS CORVETTE WILL START BUT DIES AFTER TEN FEET. CUST STATES THAT HIS STEERING WHEEL WILL NOT TURN/ ITS LOCKED IN ONE POSITION. CRM RESEARCHED WHILE CUSTOMER WAS ONLINE , BUT FOUND NO PERTANENT INFORMATION. CRM ADVISED CUST, AND WILL CONTINUE TO RESEARCH ISSUE. CUST STATED HE MAY CALL A TOW SERVICE. DEAN PARKS/PDX; 0; 337143585
 2000-09-08

per info station..

this customer needs to have the vehicle towed to the nearest chev dealership for

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

346997

assistance..we are not able to diag. the concern that the cust is having but by it dying and the steering column locking up and not being able to turn or go, could become a safety issue..

please refer cust to nearest dealership in his area..

rachael wise.kba.austx

resource: none; 0; 337282761

*****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:

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:

GM RESTRICTED

346997

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:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

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

346997

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: 1-45309127 VIN: G1YY V
 DATE 10/30/02 MODEL 1997
 DATE 11/20/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 45000.
 CUSTOMER: [REDACTED]
 ADDRESS:
 HOME PHONE: STATE: FL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Dunnellon

FL [REDACTED]

HOME PHONE:

CASE NUMBER: 1-45309127 VIN:
 DATE OPENED: 2002-10-30 MODEL YEAR: 1997
 DATE CLOSED: 2002-11-20 SERIES: Corvette
 SOURCE: Phone MILEAGE: 45000.000000
 SRC TYPE: N/AYes DELIVERY DATE:
 SRC PARENT: DEALER NAME: Palm Chevrolet, Inc.
 DEALER ADDRESS: 2300 SW College Rd, Ocala, FL, 34474-3014, USA

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

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

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

steering column lock up; ; 2002-10-30
 2002-11-06

steering wheel column; ; 2002-11-14
 2002-11-08

srvc mgr CRM left message; ; 2002-11-20
 2002-11-20

Service Request has been Closed Satisfied.; ; 2002-11-20

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

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

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 1-24095310 VIN: G1YV V
 DATE 08/13/02 MODEL 1997
 DATE 08/13/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 50000.
 CUSTOMER: [REDACTED]
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM R E S T R I C T E D

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Port Murray NJ [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: 1-24095310 VIN:
 DATE OPENED: 2002-08-13 MODEL YEAR: 1997
 DATE CLOSED: 2002-08-13 SERIES: Corvette
 SOURCE: Phone MILEAGE: 50000.0000000
 BRC TYPE: N/AYes DELIVERY DATE:
 BRC PARENT: DEALER NAME:
 DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts
 0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Cust sts that steering column locked and veh cut off; ; 2002-08-13
 2002-08-13

Service Request has been Closed Satisfied.; ; 2002-08-13

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

OWNER DESCRIPTION:

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

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:

NAME:

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

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:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

374317

CASE NUMBER: 05009503 VIN: G1YY W
 DATE OPENED: 07/20/01 MODEL YEAR: 98
 DATE CLOSED: 07/20/01 SERIES: CORVETTE
 SOURCE: YES MILEAGE:
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 05009503 VIN: 1998
 DATE OPENED: 2001-07-20 MODEL YEAR: 1998
 DATE CLOSED: 2001-07-20 SERIES: Corvette
 SOURCE: Phone MILEAGE:
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: FRIENDLY CHEVROLET CO
 DEALER ADDRESS: 3754 N STEMMONS FWY, DALLAS, TX, 75207, USA

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

A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	# 01044 steering wheel locked
M40 Steering Wheel	Other
0 REPAIR ATTEMPT(S)	locked campaign # 01044
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	fix the steering wheel

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
 [[Campaign Status Request RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/campaignstatusrequestsbsrevised9*2D21*2D00.htm
 m]]
 Or access campaign information at [[Campaign Information RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/bulletins/campaigns/campaignmain.htm>]]
 Notification of open campaigns or special policies.

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

374317

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

Roadside assistance called for cust. cust transferred over. cust states that his veh had the steering locked up and he had called the svcing dlr for them to pick it up. cust states they came once before but they needed a certain kind of veh to pull it b/c the wheel was locked and could not get it w/ the one they had. cust states he went inside for a few minutes and when he came out the veh was gone. cust is seeking to know if we can find out if the veh was stolen or if the wrecker actually came. cust said he put the key under the mat as they told him. crm searched and found that there is a campaign on his veh as they stated to him and crm read the letter to the cust to the cust. crm advised that if the veh had a steering wheel locked then the veh being gone was most likely b/c of the wrecker. cust agreed and actually stated the same thing before I could mention it. crm advised to call the dlr tomorrow to verify they have the veh. continued....

crm/sandi gonske/cac/pdx; 0; 364538607

2001-07-20

continued.... crm tried to set up a c/b to the cust but cust stated no thank you, it is just a car and I will take care of it from here. cust stated he was just trying to find out if we had info on if the dlr does have the veh or not. crm thanked cust and cust thanked. crm/sandi gonske/cac/pdx; 0; 364538715

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

GM RESTRICTED

374317

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

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*****

GM RESTRICTED

374317

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

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

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

GM RESTRICTED

364749

CASE NUMBER: 02886352 VIN: G1YY X
 DATE OPENED: 01/16/01 MODEL YEAR: 99
 DATE CLOSED: 01/16/01 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 18000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] GRAND BLANC
 HOME PHONE: [REDACTED] MI [REDACTED]

CASE NUMBER: 02886352 VIN: [REDACTED]
 DATE OPENED: 2001-01-16 MODEL YEAR: 1999
 DATE CLOSED: 2001-01-16 SERIES: Corvette
 SOURCE: Phone MILEAGE: 18000
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: Dealer NAME:
 DEALER ADDRESS:

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

M01 Steering General Other
 2 REPAIR ATTEMPT(S) STEERING COLUMN LOCKS

STEERING COLUMN LOCK

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

CUST STATES VEH HAS BEEN IN SHOP 2X'S FOR LOCKING UP ON HIM. IT HAS BEEN IN STORAGE AND HAS 18K MI. HE IS TAKING IT OUT OF STORAGE AND WANTS IT CK'D FOR THE PROBLEM. CRM CK'D FOR RECALLS AND THERE IS A GM HOT NEWS ITEM ON STEERING COLUMN LOCK UP, THAT REFERS CUST TO THE DLR FOR INSPECTION AND/OR REPLCMT OF PART IF NEEDED. CRM ADV CUST SAME.
 FALLONJ/PDX; 0; 348530613
 2001-01-16

CON'TCUST DIDN'T HAVE A DLR OR VIN#. FALLONJ/PDX; 0; 348530668

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

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

364749

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:

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

364749

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

348300

CASE NUMBER: 00504340 VIN: GLYY Y
 DATE OPENED: 06/01/00 MODEL YEAR: 00
 DATE CLOSED: 10/05/00 SERIES: CORVETTE
 SOURCE: MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] DENNIS , MA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 00504340 VIN:
 MODEL YEAR: 2000
 DATE OPENED: 2000-06-01 SERIES: Corvette
 DATE CLOSED: 2000-10-05 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: DEALER NAME:
 SRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
 0 REPAIR ATTEMPT(S) locks up when starts and won't move left
 or right

General product information

INSTRUCTIONS TO CRM:

Transfer the customer to the Lead Management Team for specific model they are interested in. Or send literature for models they are interested in.
 general info

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

Cust states that steering column locks up at times and he can't move steering wheel left or right, and then eventually it works itself out. crm advised take to dlr and have diagnosed. ty powell/care/pdx; 0; 328753713

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:
 DRIVER NAME: DRIVER AGE:

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

348300

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:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

GM RESTRICTED

348300

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

363884

CASE NUMBER: 04668726 VIN: G1YY Y
 DATE OPENED: 06/22/01 MODEL YEAR: 00
 DATE CLOSED: 06/22/01 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 9000
 CUSTOMER: XXXXXXXXXX
 ADDRESS:
 HOME PHONE: 000 000-0000 STATE: UK
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: XXXXXXXXXX
 ADDRESS: Unknown,
 HOME PHONE: 000-000-0000

CASE NUMBER: 04668726 VIN:
 MODEL YEAR: 2000
 DATE OPENED: 2001-06-22 SERIES: Corvette
 DATE CLOSED: 2001-06-22 MILEAGE: 9000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME:
 SRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative
 0 REPAIR ATTEMPT(S) COLUMN WON'T UNLOCK

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*****

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

363884

CUST STATES STEERING COLUMN WILL NOT UNLOCK. CUST STATES CONTACTED DLR AND ROADSIDE ASST AND DLR IS NOT ABLE TO PROVIDE RENTAL VEH. CUST SEEKS RENTAL VEH WHILE VEH BEING REPAIRED. CRM SPK W/ ASST SVC MGR, LYNN BUTTS, WHO STATES THAT GO DLR GOES THROUGH ADVANTAGE AND , IF CUST INSISTS, ENTERPRISE, BUT BOTH ARE CLOSED NOW AND HAVE NO RENTAL VEH ON LOT. MS BUTTS STATES WILL BE HAPPY TO GET RENTAL VEH FOR CUST FIRST THING TOMORROW MORNING, DLR OPEN @ 8AM. CRM ADVISED CUST OF THIS AND ALSO THAT HE CAN GET OWN RENTAL VEH AND WILL BE REIMBURSED IF REPAIR IS WARRANTY REPAIR. CUST STATES HE WILL CONTACT DLR TOMORROW AND REQUEST RENTAL. STEVE SOTOMAYOR/CAC/PDX; 0; 362121603

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

GM RESTRICTED

363884

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

363884

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

360851

CASE NUMBER: 04414861 VIN: G1YY Y
 DATE OPENED: 06/04/01 MODEL YEAR: 00
 DATE CLOSED: 06/04/01 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 18000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CORISCANA TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04414861 VIN: [REDACTED]
 MODEL YEAR: 2000
 DATE OPENED: 2001-06-04 SERIES: Corvette
 DATE CLOSED: 2001-06-04 MILEAGE: 18000
 SOURCE: Phone DELIVERY DATE: [REDACTED]
 HRC TYPE: Yes DEALER NAME: RICHARDSON BROS INC
 HRC PARENT: DEALER ADDRESS: 1406 10TH ST., FLORESVILLE, TX, 78114, USA

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

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

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112
 Cadillac: 1 (800) 882-1112
 Chevrolet: 1 (800) 243-8872
 GMC: 1 (800) 223-7799
 Oldsmobile: 1 (800) 535-6537
 Pontiac: 1 (800) 762-2737
 ROADSIDE

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

CUST STATES THAT HE HAS A 2000 CORVETTE THAT THE STEERING COLUMN HAS LOCKED UP ON IT.
 CUST STATES THAT IT NEEDS TO BE RE-KEYED. CUST STATES THAT HE IS IN CORISCANA TEX. CUST
 STATES THAT THE DEALERSHIP WHICH HE USES IS ABOUT 50 MILES AWAY. CUST SEEKS TO HAVE HIS
 VEH TOWED TO THE DEALERSHIP. CRM CALLED ROADSIDE ASSISTANCE AND WARM TRANSFERRED THE CUST
 TO ROADSIDE REP LEE (WOMAN) LACHELLE JOHNSON/ATX/CARS; 0; 360534025

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

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

360851

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

360851

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:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

322082

CASE NUMBER: 00744145 VIN: 1G1Y Y
DATE OPENED: 06/27/00 MODEL YEAR: 2000
DATE CLOSED: 08/23/00 SERIES: CORVETTE
SOURCE: ADR MILEAGE: 17000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: AL
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: MAXIE PRICE CHEV-OLDS INC
BRC PARTENT: 00744144 DEALER ADDRESS: WINDSOR HWY., MONROE, GA, 30655, USA

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

F30 Rear Suspension/Track Bar	Other
4 REPAIR ATTEMPT(S)	back end problems
M41 Steering Column/Lock/Attaching Parts	Other
2 REPAIR ATTEMPT(S)	steering column locked

rear end problems, steering column is locked

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

crm rec'd this case and called the cust ,crm never rec'd a call back . case was closed
due to the cust lost interest,case was closed

*****executive

summary*****

decision-crm closing the case

justification- cust lost interest

decision maker- crm,bhb,ga

follow up- crm closed the case and sent summary to work flow; G; 335901692

322082

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:

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:
FAR STATUS:

322082

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
NEFP:

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:

322082

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****AIR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

294406

CASE NUMBER: 99-0528976 VIN: 1G1YB Y
DATE OPENED: 10/01/99 MODEL YEAR: 00
DATE CLOSED: 10/01/99 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 1300
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] BOSSIER CITY LA [REDACTED]
HOME PHONE: [REDACTED] STATE: LA
BUS. PHONE: [REDACTED]

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

CUSTOMER STATES THAT THE STEERING WHEEL IN THE VEHICLE LOCKED UP ON HIS VEHICLE. HE HAD IT TOWED AND THE DEALERSHIP DID NOT KNOW EXACTLY WHAT THE PROBLEM WAS BUT WHEN THEY PULLED THE FUSE AND PUT IT BACK, IT BEGAN TO WORK. THE DEALERSHIP CAN NOT FIX PROBLEM. CUSTOMER IS CONCERNED THAT IT MAY HAPPEN AGAIN AND THAT IT COULD HAPPEN WHILE IN TRAFFIC.

CUSTOMER RECEIVED A CALL FROM MARKETING AND THEY SAID THEY WOULD FORWARD THE PROBLEM TO ENGINEERING AND THEY SHOULD CALL HIM BACK. HE HAS NOT RECEIVED A CALL BACK.

CRM TRANSFERRED TO TIER 2 HARRY MARKOVITS/AUSTIN

CUST STATES IS ORIG OWNER. CUST STATES ONE DAY HE COULDN'T TURN THE STEERING WHEEL IN HIS VEH. CUST STATED HE HAD VEH TOWED INTO SHOP, AND THE SVC TECH PULLED A FUSE, AND THE PROBLEM WAS RESOLVED. CUST IS CONCERNED IF THE PROBLEM MAY EVER OCCUR AGAIN. CUST STATED THE CORVETTE PLANT CONTACTED HIM TO MAKE SURE HE WAS HAPPY W/HIS VEH, AND HE EXPLAIN THE PROBLEM HE HAD. CUST STATED THE RWP TOOK ALL HIS INFO, AND STATED SHE WOULD FORWARD THIS INFO TO THEIR CORVETTE ENGINEERS. CUST STATED HE HAS NOT HEARD BACK FROM THEM, AND WANTED TO KNOW IF THERE WAS A TECH HE COULD SPEAK W/. CRM SUGGESTED CUST TO MAKE AN APPT W/AVM THROUGH HIS SVC MGR. CRM ALSO GAVE CUST THE CORVETTE PLANT TOUR # TO PERHAPS GET A NUMBER FOR THE ENGINEERS. CUST STATED HE WAS SATISFIED W/CHEVY'S ACTION CRM SUGGESTED SHE WOULD FORWARD FILE TO A TECH (HARRY), AND LEAVE A REQUEST FOR THEM TO GET INTO CONTACT W/CUST IF POSSIBLE, TO EXPLAIN WHY THE STEERING WHEEL LOCKED UP ON HIM, AND WAS RESOLVED BY REMOVING THE FUSE... CAROLINE VOELKEL/AUSTIN/48111

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

REQ # DESC	REQ COMMENTS
M41 0	STEERING WHEEL LOCKED UP
	SEE NOTES

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5768925	VIN Number:	1G1YY12G0X5113044
Date Opened:	7/24/2002	Model Year:	1999
Date Closed:	7/24/2002	Series:	Corvette
Dealer Code:	B16225	Mileage:	32187
Address:	EVERETT CHEVROLET INHICKORY	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN DOES NOT UNLOCK A
RESOLUTION ABSTRACT- RELAY SWITCH RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/24/2002 10:45:10 SBD TEMPLATE - COLEMAN
STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JASON HELTON TECH

CUSTOMER CONCERN - STATES THAT THE COLUMN DOES NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, 8I SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH STATES THAT THE CAMPAIGN HAS BEEN DONE 3 TIMES ON THIS VEHICLE. TECH
IS CALLING FOR INFORMATION.

TAC RECOMMENDATION - TAC SUGGEST CHECKING THE RELAY, AND WIRE TO BCM PER
PI A001782.

07/24/2002 10:45:10 HISTORY - COLEMAN

07/24/2002 11:50:38 MOCERI - JASON STATES HE FOUND THE
CAUSE. THE COLUMN LOCK RELAY WAS FILLED WITH WATER. JASON STATES THIS
VEHICLE HAS AN HVAC CASE LEAKING WATER INTO THE RELAY.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4113659	VIN Number:	1G1YY12G0X5123055
Date Opened:	8/8/2000	Model Year:	1999
Date Closed:	8/10/2000	Series:	Corvette
Dealer Code:	B11367	Mileage:	28000
Address:	DON MCCUE CHEV INC SAINT CHARLES	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN WILL NOT
RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/08/2000 09:35:55 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/08/2000 09:35:55 HISTORY - MILLER DEALER (EARL) STATES THE
STEERING COLUMN WILL NOT UNLOCK. NO DIAGNOSIS HAS BEEN PERFORMED. LOOKING
FOR PI INFORMATION. ADVISED DEALER OF PI A000265.

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN
LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN
THE 99 YB SERVICE MANUAL ON PAGE 2-89 (BOOK 1) 'STEERING COLUMN LOCK

DIAGNOSTIC SYSTEM CHECK. IF NO PROBLEM IS FOUND THEN THE FOLLOWING
DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS
(WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO
NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY,
YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING
KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM
FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN
RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

08/18/2000 16:14:53 BRYANT

- DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

FORT WORTH

TX

HOME PHONE:

CASE NUMBER: 05350313 VIN: 1G1YY12G0X5125579
MODEL YEAR: 1999
DATE OPENED: 2001-08-17 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-08-27 MILEAGE: 19000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FORREST CHEV-OLDS-CADI
BRC PART#: DEALER ADDRESS: 2400 N MAIN, CLEBURNE, TX, 76031, USA

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

C51 Windshield
6 REPAIR ATTEMPT(S)Other
MOTOR/WIRINGM40 Steering Wheel
2 REPAIR ATTEMPT(S)Other
COLUMN LOCKS86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill
OIL CHANGE CERTIFICATET44 Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)Customer Satisfaction
OIL CHANGE CERTIFICATE

COMPLAINT ON QUALITY

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

CUST STATES PURCHASED VEH AT IND AT 5000 MILES. CUST STATES VEH HAS BEEN SVCD FOR WINDSHIELD WIPER 6X AND THAT THE COLUMN LOCK HAS BEEN SVCD 2X ONE OF WHICH VEH HAD TO BE TOWED SINCE IT WOULD NOT STEER. CUST STATES DLR HAS INVOLVED TAC AND THAT THEY ARE UNABLE TO REPAIR THE VEH. CUST STATES THAT DLR ADV CUST TO CONTACT CAC. CUST STATES THAT LOVES VEH AND DOES NOT WISH TO TRADE BUT IS TIRED OF HAVING TO BE SVCD FOR THE SAME CONCERNS AND SEEKS SOME TYPE OF COMPENSATION FOR INCONVENIENCES. CUST STATES CHROME WHEELS WOULD BE A NICE OFFER TO SATISFY CUST DUE TO CONCERNS. CRM APOLOGIZED FOR CONCERNS AND ADV THAT CRM WILL BE IN CONTACT W/DLR IN TRYING TO REPAIR CONCERN AND WILL ALSO INVESTIGATE IF THERE IS ANY TYPE OF OFFER AS AN APOLOGETIC GESTURE FOR CONCERNS. CUST AGREED. CRM ADV OF REQUEST NUMBER AND ADV WOULD CONTACT DLR THEN UPDATE CUST. MARIA VELE/TAMPA PRVI; 0; 99999
2001-08-24

CRM CALLED DLR AND SPOKE W/SVC ADV TO CHECK CUST HIST. DLR ADV VEH WAS SVCD AGAIN LAST WEEK AND THAT THE WINDOW MOTOR CONCERN WAS ADDRESS AND REPAIRED, AND THAT THE RECALL WAS SVCD WHICH ADDRESSED THE COLUMN LOCK CONCERN. DLR STATES CUST HAS NOT MADE CONTACT W/DLR SINCE AND WAS COMPLETELY SATISFIED W/REPAIRS. CRM CALLED CUST TO FOLLOW UP AND CUST STATES THAT THE CONCERNS HAVE BEEN RESOLVED AND IS COMPLETELY SATISFIED AT THIS POINT. CUST STATES FEELS SECURE W/VEH AND SHOULD THERE BE ANY FUTURE CONCERN CUST WILL CONTACT CAC. CRM OFFERED CUST AN OIL CHANGE CERTIFICATE AS AN APOLOGETIC GESTURE FOR THE PREVIOUS INCONVENIENCES AND FOR CUST ENTHUSIASM NOW THAT WE HAVE RESOLVED CONCERNS. CUST COMPLETELY SATISFIED W/VEH, DLR, AND CAC. CRM DOCUMENTED.
MARIA VELEZ/TAMPA PRVI; 0; 367530131
2001-08-24

BUSINESS SUMMARY:
GOODWILL

OIL CHANGE CERTIFICATE

REASON WINDSHIELD WIPER MOTOR/COLUMN LOCK
JUSTIFICATION AS AN APOLOGETIC GESTURE FOR PREVIOUS CONCERNS AND TO RESTORE CUST
ENTHUSIASM
MARIA VELEZ/TAMPA PRVI; 0; 367530240
2001-08-24

CRM FILLED OUT CERT SCREEN AND EDITED LETTER. CRM WILL FORWARD REQUEST TO GOODWILL LIASON
FOR APPROVAL. MARIA VELEZ/TAMPA PRVI; 0; 367530530
2001-08-27

PRE-APPROVING ONE COMP OIL CHANGE LETTER..JOY NIXON-TAMPA APPROVAL GROUP; 0; 367797325
2001-08-27

1ST APPROVAL OF OIL CHANGE
TM LEON
04216912 - DIFF CONCERN, FILE CLOSED, NO GOODWILL
DANA SAIER/TAMPA APPROVAL GROUP; 0; 367806279
2001-08-27

FINAL APPROVAL OF OIL CHANGE CERT
DONNA CAVE/GOODWILL LIASON/TAMPA; 0; 367818711

*****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: INSPECTOR NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

MARSHFIELD

MA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 01308973

VIN: 1G1YY12G0X5129020

MODEL YEAR: 1999

DATE OPENED: 2000-08-21

SERIES: NOT FOUND

DATE CLOSED: 2000-08-22

MILEAGE: 69000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: BEST CHEVROLET INC

BRC PART#: [REDACTED]

DEALER ADDRESS: 128 DERBY ST., HINGHAM, MA, 02043, USA

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

M01 Steering General
2 REPAIR ATTEMPT(S)Other
Steering column has locked twice

Steering column has locked up twice, cust wants rental car and repairs to be covered

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

CRM CALLED DLR. ADVISED DLR NEEDS TO CONTACT AVM FOR A PARTS/LABOR SPLIT. DLR STATES HE WILL CONTACT AVM. CRM CALLED CUST. CRM ADVISED CUST TO TALK W/TONY WHEN HE PICKS UP HIS VEH. ADVISED CUST WE ARE TRYING TO HELP, THAT WE ARE 'GOING UP THE LADDER'. CUST THANKED CRM FOR TRYING. JEFF BIRD/PDX; 0; 335823554
2000-08-21

Cust sts that steering column has locked twice. Cust took vehicle to dealer and dealer advised him to contact CAC. Cust seeks to have repairs covered under warranty and loaner vehicle provided to him. CRM contacted Assistant SVC MGR Anthony Curtain who sts that they haven't even looked at vehicle. Tony sts that cust is loyal and has bought numerous Corvettes from them. CRM suggested he contact AVM for assistance, Tony agreed. CRM advised cust that he would need to work with dealer for assistance. CRM gave cust request # and advised him to contact CAC if further assistance is needed. Rebecca SHowman/ATX; 0; 335718461
2000-08-22

CUST CALLED BACK. STATES DLR SAYS NO HELP FROM THEM POSSIBLE. CRM CALLED DLR. SPOKE W/TONY SVC MGR. DLR STATES HE WOULD LOVE TO HELP CUST BUT NOT POSSIBLE FROM HIS END. STATES VERY GOOD AND LOYAL CUST, STATES CUST BUYS MANY VEH, STATES CUST HAS HAD THIS PROBLEM FIXED BEFORE. CUST HAD STATED THAT HE FELT CHEV SHOULD PAY FOR PARTS WHILE CUST PAYS FOR LABOR. DLR STATES HE ABSOLUTELY WOULD DO THAT IF HE COULD. CRM ADVISED DLR I WOULD SEE WHAT KIND OF GOODWILL I CAN OFFER AND CALL HIM BACK SO HE CAN CALL CUST W/GOOD NEWS. JEFF BIRD/PDX; 0; 335822975
2000-08-22

cust called in regards to file update/cust states: the avm denied assistance due to the mileage of the veh/cust is seeking to speak to someone above the avm who will make a decision/crm advised cust that the avm has made a decision and that is the final decision in this matter/cust states: cust is going to seek a lawyer and file a lawsuit against gm/crm thanked cust/cust thanked crm.....angle a/austin,tx; 0; 335830310

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME: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:
FAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6694918	VIN Number:	1G1YY12G0X5130480
Date Opened:	8/12/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B05513	MBadge:	30125
Address:	CABLE-DAHMER CHEVROLINDEPENDEN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN MESSAGE SERVICE SERVICE COLUMN LOCK ME

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/12/2003 10:28:41 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) BEN MCCUNE TECH

CUSTOMER CONCERN - STEERING COLUMN LOCKED

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

TECH STS COLUMN LOCKED, REPLACED LOCK ASSEMBLY AND OPERATED FINE UNTIL CUSTOMER PICKED UP.

TECH STS COLUMN WASN'T LOCKED BUT SERVICE COLUMN LOCK MESSAGE DISPLAYED. TECH HASN'T CHECKED ANYTHING YET, CAMPAIGN 01044 PERFORMED 1-2 YEARS AGO.

TAC RECOMMENDATION -

ADVISED TO CHECK FOR PROPER KEY IN IGNITION INPUT IN BCM DATA, CHECK FOR CODES, INSPECTED G201 G202 FOR PROPER INTEGRITY.

ADVISED OF SOME RELAY REPLACEMENTS PER A001782.

08/12/2003 10:28:41 HISTORY - BACK

EA62-031 / GM22C

Page 1 of 2

06/12/2003 12:15:50 MILLER

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECHNICIAN STATES REPLACED THE LOCK ACTUATOR WITH NO CHANGE. STATES
REMOVED THE BATTERY CABLE WITH NO CHANGE.

NEW RECOMMENDATIONS

TAC ADVISES TO MONITOR CIRCUIT 1601. ADVISES TRY A KNOWN GOOD UNIT BCM.

TECHNICIAN TO CALL BACK.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

POTOMAC FALLS

VA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 05446533

VIN: 1G1YY12G0Y5101512

MODEL YEAR: 2000

DATE OPENED: 2001-09-04

SERIES: CORVETTE HARDTOP

DATE CLOSED: 2001-09-05

MILEAGE: 20000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: POHANKA CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 13915 LEE-JACKSON HWY., CHANTILLY, VA, 20151, USA

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

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

Other
STEERING COLUMN LOCKED UP

Final Repair Attempt

CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [State Lemon Laws and Other Statutes RUN

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

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

Final Repair Attempt

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

CUST STATE DRIVING TO NORTH CAROLINA THE VEH LEFT HER STRANDED. CUST STATE THIS IS THE SECOND TIME HER STEERING COLUMN LOCKS UP. CUST SEEKING A LOANER TO BE A CORVETTE. CRM ADVISE CALLED DLR AND SPOKE TO JIMMY AND HE WAS VERY BUSY, CRM NEED TO CALL BACK WITHIN A HOUR. BRENDA SANTOS/ATX/CARS; 0; 368472953
2001-09-04

CRM CALLED DLR AND SPOKE TO JIMMY AND HE STATE HE WILL NOT BE ABLE TO PROVIDE A CORVETTE, BUT HE WILL PROVIDE CUST WITH A BUICK CENTURY. CRM CALLED CUST RENTAL HOME AND HAD NO LUCK AS WELL, LEFT MESSAGE IN THE CELL PHONE " TO GO TO DLR TO PICK UP RENTALVEH" NO FURTHER ACTION AT THIS TIME. BRENDA SANTOS/ATX/CARS; 0; 368478239
2001-09-04

cust seeks to get veh towed back home after it is fixed, crm attempted to contact dlr, srv closed, cust seeks a call ASAP tomorrow morning crm advised no in the office until 11:30 est, since crm is on the west coast, cust requests for prev crm to contact her ASAP tomorrow, crm advised I would inform prev crm of request and give the cust a call at 12:00 est if no action taken by prev crm, brian Stouffer/pdx cac; 0; 368493643
2001-09-05

crm contacted Jimmy sr mgr at the dlr. Srv mgr advised that the dlr is on an island and the rental veh is the dlrs not enterprise etc. The veh will need to be returned to that dlr. Also the veh cannot be towed for this reason and the fact that is veryfar away and very

expensive, cust could get rental extended to Saturday if cust need that but beyond that time the cust would be responsible, crm attempted to contact cust but cust not available, crm will try back, Brian Stouffer/pdx cac; 0; 368561154

2001-09-05

***Next crm please advise cust of the info in the file , Brian Stouffer/pdx cac; 0;

368561188

2001-09-05

CUST STS SHE CONTACTED CAC AND SPOKE W/ CRM, SOFIA DOMINGUEZ, AROUND 12:15 AM EST... MS. DOMINGUEZ CONTACTED THE DLR AND WAS TOLD THAT THE RENTAL WOULD BE AT THE DLR WAITING FOR HER.. CUST STS SHE WENT TO THE DLR AND THE RENTAL WAS THERE, BUT THE VEH BEING BROUGHT BACK TO HER HOMETOWN WASN'T AUTHORIZED... CUST STS THE STEERING COLUMN WAS SUPPOSE TO BE IN THIS MORNING, BUT WASN'T THERE... CUST STS SHE WANTS HER VEH BROUGHT TO HER AND THE RENTAL TAKEN BY GM BACK TO THE DLR... CUST STS THIS HASN'T BEEN AUTHORIZED... CUST SKS THIS AUTHORIZED.. CRM CONTACTED DLR TO VERIFY IF THERE WAS A SPAC CASE # AND EXACTLY WHY THE PART HASN'T ARRIVED.. CRM SPOKE W/ JIMMY, SVM, WHO STS THERE IS NO SPAC CASE #, BUT HE JUST FOUND OUT THAT THE VEH IS READY... CRM ASKED IF THE CUST WAS AWARE OF THIS INFO.. JIMMY STS SHE IS B/C SHE IS STANDING IN FRONT OF HIM.. CRM THANKED JIMMY AND CROSSED OVER TO THE CUST.. CRM ADVISED CUST OF THE INFO JIMMY HAD ALREADY STATED.. CUST STS IS THANKFUL FOR THE ASSISTANCE ON THIS CONCERN, BUT THE VEH; 0; 368570926

2001-09-05

HAS ANOTHER CONCERN.. CUST STS THE VEH IS LEAKING AND ON THIS TRIP, IT WAS RAINING AND THE INTERIOR OF HER VEH WAS COMPLETELY WET.. CUST STS THE VEH'S CARPET IS MOLDED AND CUST IS SEEKING A REPURCHASE.. CRM ADVISED CUST TO SPEAK W/ HER DLR WHEN SHE GETS HOME AND HAVE THE VEH LOOKED AT BY THE DLR AND THEN THE DLR CAN DECIDE WHAT THE NEXT CAN BE.. CRM ALSO INFORMED THE CUST THAT SHE CAN CONTACT CAC IF SHE HAS ANY CONCERNS W/ HER DLR WHEN SHE GETS HOME.. CUST THANKED FOR INFO AND DISCONNECTED THE CALL.. RANGELT/ATX/CORR; 0; 368571225

2001-09-05

CUST STATES SHE NEEDS TO LEAVE NC TO GO HOME IN VA BY 2P.M. EST TODAY AND SHE REFUSES TO DRIVE BACK TO NC TO DROP OFF LOANER VEH AND PICK HER VEH UP B/C THAT WILL BE A 15 HR LOSS FOR HER. CRM ADV WILL CLAL THE SRV MGR. CRM SPOKE W/ JIMMY AND WAS INFORMED THAT HE WILL PLACE A CALL TO THE AVM SO HE CAN GET APPROVAL SO THAT SOMEBODY CAN DELIVER THE CUST VEH TO HER AND PICK THE LOANER UP. CRM ALSO PLACED A AVM CALL FOR MAYBE FASTER RESPONSE. CRM IS TO CALL DLR BY 2:00P.M. PDT 9*5*01 TO SEE IF PART HAS ARRIVED TO DLR. Sofia Dominguez/pdx/cac; 0; 368572265

2001-09-05

AVM CALLED STATING THAT THE PART DID ARRIVE TO THE DLR AND THE VEH HAS BEEN FIXED. THE CUST IS ON HER WAY HOME AND IS SATIS. Sofia Dominguez/pdx/cac; 0; 368584450

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4198177	VIN Number:	1G1YY12G0Y3102952
Date Opened:	8/4/2000	Model Year:	2000
Date Closed:	10/2/2000	Series:	Corvette
Dealer Code:	B03387	Mileage:	15825
Address:	SPEEDWAY CHEVROLET, BROKEN ARRO	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK PERFORMANCE STEERING STEERING COLUMN LOC
RESOLUTION ABSTRACT- HOUSING, STEERING SHAFT BEARING TILT AND TELESOPING

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/04/2000 10:12:11 SBD TEMPLATE - SAFFORD

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/04/2000 10:12:11 HISTORY - SAFFORD AFTERMARKET ALARM
SYSTEM.

CUSTOMER STS THE STEERING COLUMN WILL NOT UNLOCK.

TECH HAS VERIFIED , AND STS VEHICLE WAS TOWED IN LAST NIGHT .

TAC SUGG TECH PERFORM PI# A000266 .

09/08/2000 10:57:44 WURSTER

*****DEALER CONTACT NAME AND POSITION*****

DJ TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

4

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH REPLACED THE STEERING COLUMN LOCK ACTUATOR AND VEHICLE HAS BEEN OK FOR ABOUT 1 MONTH, NOW VEHICLE IS IN WITH MOTOR NOT LOCKING COLUMN AND SERVICE STEERING COLUMN LOCK MESSAGE

*****NEW RECOMMENDATIONS*****

TAC HAD TECH CHECK FEEDBACK STATE AND LOCK STATE, SHOWS FAIL ENABLE. SUGGEST TECH CLEAR MESSAGE AND OPERATE COLUMN LOCK MOTOR WHILE MONITORING THE KEY IN/OUT STATE, FEEDBACK STATE AND COLUMN LOCK STATE. REPORT RESULTS

09/12/2000 11:24:55 HACKETT

*****DEALER CONTACT NAME AND POSITION*****

DJ - TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

3

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

5

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES THAT THE COLUMN LOCK MOTOR, AND THE IGNITION SWITCH HAVE BEEN REPLACED PREVIOUSLY. TECH STATES THAT THE VEHICLE DOES HAVE AN AFTERMARKET ALARM SYSTEM.

TECH STATES THAT THE VEHICLE IS BACK AND THE COLUMN DOES NOT LOCK. TECH STATES

THAT HE DOES HAVE A KEY STATUS SIGNAL AND A FEEDBACK SWITCH SIGNAL. TECH STATES

THAT HE CAN COMAND THE LOCK MOTOR WITH THE TECH 2. TECH STATES THAT CODES

B0507, B2578, B2583, B2592, B2587, B2723 HAVE SET IN HISTORY.

*******NEW RECOMMENDATIONS*******

ADVISED TECH REMOVE ANY CIRCUITS THAT ARE SPLICED IN FROM THE AFTERMARKET ALARM.

ADVISED TECH TO GO BACK AND CHECK ALL DIAGNOSTICS. ADVISED TECH TO PERFORM

VOLTAGE DROP TESTS ON G201 AND 202. ADVISED TECH TO PERFORM DIAGNOSTICS FOT THE

2587 AND 2592 CODES. ADVISED TECH TO LOOK FOR A POSSIBLE INTERNAL FAULT WITH THE BCM.

08/14/2000 15:23:00 POULOS -

*******DEALER CONTACT NAME AND POSITION*******

- DJ SERVICE TECH

***TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN* 3**

******TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** 8**

****RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC****

- DJ CALLED AND STS THAT HE REPLACED ACTUATOR AND VEHICLE HAS BEEN FINE. HE STS THAT AFTER, MESSAGE ON DASH HAS BEEN PRESENT. HE STS THAT HE REPLACED IGNITION LOCK CYLINDER AND CONCERN WAS GONE.

*******NEW RECOMMENDATIONS*******

- TAC ADVISED DLR TO REMOVE ALARM FROM VEHICLE. ADVISED DLR TO PUT ALL GM HARNESSSES TO THE ORIGNAL STATE. ADVISED DLR THAT GM HAS NO WAY TO CK OR TRUST THE INTEGRITY OF ANY AFTERMARKET ACCESORIES. ADVISED DLR THAT ALARMS HAVE BEEN KNOWN IN THE PAST TO CORRUPT CLASS 2 COMMUNICATIONS.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:CASE NUMBER: 04966292 VIN: 1G1YY12G0Y5108685
MODEL YEAR: 2000
DATE OPENED: 2001-07-18 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-07-18 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) locked
A01 Open Campaign Technical Bulletin
0 REPAIR ATTEMPT(S) 01044

Where can I get a copy of a Campaign?

INSTRUCTIONS TO CRM:

General Motors does not provide copies of Campaigns. If the customer is involved in a Campaign refer him/her to the dealer. Provide the customer specific information verbally from Webknowledge.

Where can I get a copy of a Campaign?

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

cust states that cust 2 corvette the steering column has locked. cust seeks to make sure that this will not continue to happen/states if continues to happen will get rid of the vehicles. crm called dlr and spoke with kerri/assistant svr mgr. assistant svr mgr advised the vin# for 2 vehicle/shows campaign #01044 on both vehicle/advised that will make sure recall on done on both vehicle before give vehicle to cust. crm advised cust that recall on vehicles and it should take care of the problem. cust request copy of the campaign/crm contacted dlr and request that give cust 2 copies (1 for son for cust). karen bode/atx; 0; 364329388

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
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: DATE:
TITLE NAMES:
BUSINESS: & BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION BOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6582229	VIN Number:	1G1YY12G0Y5119959
Date Opened:	6/27/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B24455	Mileage:	43084
Address:	NELSON HALL CHEVROLEMERIDIAN	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKS UP

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/27/2003 12:23:53 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 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)

PAUL WADDELL - TECH

CUSTOMER CONCERN -

THE STEERING COLUMN LOCKS UP.

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

DEALER STATES PERFORMING B01-02-35-008 WITHOUT CHANGE. DEALER STATES REPLACING COLUMN LOCK WITHOUT CHANGE. DEALER STATES NO POWER TO THE RELAY.

TAC RECOMMENDATION -

ADVISED DEALER OF SIMILAR CASES IN WHICH THE BCM WAS THE CONCERN. ADVISED DEALER TO CHECK CONNECTIONS TO THE RELAY AND BCM IF OK REPLACE BCM. ADVISED DEALER TO CALL BACK WITH RESULTS.

EA02-031 / GM22C

Page 1 of 2

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Lake Orion

MI

HOME PHONE:

CASE NUMBER: 1-40234103

VIN:

1G1YY12G0Y5128841

DATE OPENED: 2002-10-11

MODEL YEAR:

2000

DATE CLOSED: 2002-10-11

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

37000.00000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Buff Whelan Chevrolet, Inc.

DEALER ADDRESS: Box 8002, Sterling Heights, MI, 48311-8002,

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

N41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

steering column locked up; ; 2002-10-11

2002-10-11

dlr input; ; 2002-10-11

2002-10-11

Service Request has been Closed Satisfied.; ; 2002-10-11

*****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:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
 REQUEST TYPE:
 REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:
 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: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5755697	VIN Number:	1G1YY12G1X5112453
Date Opened:	7/22/2002	Model Year:	1999
Date Closed:	7/23/2002	Series:	Corvette
Dealer Code:	B28202	Mileage:	25327
Address:	EWING CHEVROLET INC CANTON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/22/2002 18:43:35 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)

JOHN CARPENTER (TECH)

CUSTOMER CONCERN -

STEERING COLUMN LOCKED

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

TECH STATES HAS STEERING COLUMN LOCKED. TECH STATES HAS CODE B2723. TECH STATES THAT IT ALWAYS IN HISTORY. TECH STATES HAS STEERING LOCKED. TECH STATES THE CAMPAIGN 01044 WAS DONE ABOUT 3 WEEKS AGO. TECH NOT SURE IF HAS THE ORIGINAL KEY. TECH STATES THAT FLOW CHART LEADS TO NOTHING. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH TO CHECK AND DRAG TERMINALS AT THE BCM FOR BOTH THE RELAY

EA02-031 / GM12C

Page 1 of 2

AND PASS SYSTEM. FIND OUT IF THE KEY IS ORIGINAL. CHECK FOR POWER AT
TERMINAL D. DEALER TO REPORT

07/22/2002 16:43:35 HISTORY - WENGER

07/23/2002 12:39:03 SLEEMAN - CASE CLOSING.

REPLACED LOCK ACTUATOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4114784	VIN Number:	1G1YY12G1X6113019
Date Opened:	8/3/2000	Model Year:	1999
Date Closed:	8/10/2000	Series:	Corvette
Dealer Code:	B44434	MRange:	7804
Address:	RODGERS CHEVROLET INWOODHAVEN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT-- LOCK ON STEERING UNWANTED STEERING COLUMN LOC

RESOLUTION ABSTRACT- POWER & GROUNDS DISTRIBUTION

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

LINCOLN PARK

NJ

HOME PHONE:

CASE NUMBER: 00725383

VIN: 1G1YY12GLX5115255

MODEL YEAR: 1999

DATE OPENED: 2000-06-23

SERIES: NOT FOUND

DATE CLOSED: 2000-06-23

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

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

Other
can't unlock

steering column locked

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

cust states that his steering column is locked and can't get to unlock...cust has called roadside but refuses to stay with vehicle...cust used abusive language and was warned not to use it...cust states has had many problem with vehicle...crm advised the cust that service department was closed and would call on monday to get this issue solved...crm also advised the cust after speaking with roadside that he needed to be with vehicle before it could be towed....dena sims/pdx; 0; 330651462

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

*****ADP INFORMATION*****

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3446615	VIN Number:	1G1YY12G1X5120701
Date Opened:	9/10/1999	Model Year:	1999
Date Closed:	9/22/1999	Series:	Corvette
Dealer Code:	B03272	Mileage:	7064
Address:	ELCO CHEVROLET INC BALLWIN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT INTERMITTENT STEERING COLUMN LOC

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/10/1999 11:21:55 SBD TEMPLATE - RICHMOND

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

09/10/1999 11:21:56 HISTORY - RICHMOND DLR REPORTS THAT

VEHICLE WAS TOWED IN FOR A STEERING COLUMN LOCKED COMPLAINT BUT WHEN IT GOT TO THE DLR, IT WAS OPERATING CORRECTLY.

DLR SEEKS CASE INFO.

TAC ADVISED DLR OF CASES AND ADVISED DLR THAT IF IT IS NOT ACTING UP AND

CUSTOMER IS WILLING TO WORK WITH DLR ON CONCERN, DLR IS TO REPLACE MOTOR
AND EVALUATE.

08/22/1999 15:19:15 DAVIS - PER FAX THE TECH CLAIMS HE
REPLACED THE STEERING LOCK MOTOR....ERIC....

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

SOUTH SOLOH

OH

HOME PHONE:

CASE NUMBER: 05376555

VIN:

1G1YY12G1X5126949

DATE OPENED: 2001-08-22

MODEL YEAR:

1999

DATE CLOSED: 2001-09-13

SERIES:

CORVETTE HARDTOP

SOURCE: Phone

MILEAGE:

45000

BRC TYPE: No

DELIVERY DATE:

DEALER NAME: BOB McDORMAN CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 5885 GENDER RD AND RTE 33, CANAL

WINCHESTER, OH, 43110, USA

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

M01 Steering General

Other

3 REPAIR ATTEMPT(S)

COLUMN LOCK

A01 Open Campaign

Customer Satisfaction

0 REPAIR ATTEMPT(S)

01044

C07 Window

Scratches - Fine

0 REPAIR ATTEMPT(S)

MOTOR SCRATCHING WINDOW

B16 Trunk/Tailgate

Other

0 REPAIR ATTEMPT(S)

TRUNK OPEN BUTCH INOPERATIVE

A12 Miscellaneous - Not Classified

Other

0 REPAIR ATTEMPT(S)

OVERALL COMPLAINT AGAINST VEH

B01 Paint

Paint

0 REPAIR ATTEMPT(S)

DISCOLORATION

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customer's expectation

* Validate feature is on vehicle

* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product

Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://carsweb/cosmon/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi

nt.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST ORIGINAL OWNER OF VEH ...CUST STS HE HAS BEEN HAVING SEVERAL CONCERNS WITH VEH CUST STS

THAT INCLUDES THE WINDOW MOTOR , WIPER MOTOR , COLUMN LOCK , CUST SEEKS TO HAVE CONCERN

DOCUMENTED CRM CONTACTED SVM AT DLR LEFT VOICE MESSAGE GIVING HIM A HEADS UP REGARDING THE

CONCERN ...CRM ADVISED CUST COMPLAINT WILL BE DOCUMENTED FOR REVIEW BY GM UPPER MANAGEMENT

...ROLANDA FORD/CAC/ATX; 0; 367343464

2001-09-10

CUSTOMER STATES HIS VEHICLE AT DLRSHP. CUSTOMER SEEMS TO HAVE CHEVROLET UPDATED. CRM ADVISED WILL DOCUMENT. CRM SPOKE WITH ROY SVC MGR AT BOB McDORMAN AND 3 WAY. GODOIGUEZ/AUSTIN/CARS, 0; 369011556

2001-09-12

Customer states that he had the steering column recall performed on his vehicle and it is still happening. Customer states that the dealer had worked on it 3 times and TAC has been involved but they are unsure of why it is doing what it is and cannot guarantee that this will not happen again. Customer seeks either a guarantee and fix, or out of the vehicle. HE attempted to check about trading in, but states he was offered 12,000 less than blue book value. CRM advised would research concern and set up callback for 11-1EST on 9/14. Johanna Kalm/PDX; 0; 369170443

2001-09-12

CRM spoke with the dealership who explained that the recall was performed and is working as planned. The customer is having a problem with the ignition cylinder which is not part of the recall, nor would it have been effected in any way by the recall. Also, this concern is that the key will not turn in the ignition. This will not lock up on the road. In regards to the trade in value, he states that putting 47000 miles in 2 years on the vehicle will bring it down thousands of dollars. This number is not outrageous for trade in. CRM looked at Kelleyblue book and found that even in excellent condition, no problems whatsoever, with all possible options, the value would be under 26,000 dollars. Johanna Kalm/PDX; 0; 369170717

2001-09-13

CRM relayed information to customer about the vehicle and advised that this would not happen while driving on the road. Customer states that is all he really wanted to know. He wants the vehicle, he just wants to know that his family was safe. Customer is more than willing to continue working with the dealership to get this resolved. Customer thanked for the information. CRM closing case satisfied. Johanna Kalm/PDX; 0; 369249378

*****BAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:	DATE:
TITLE NAME:	
BUSINESS:	4 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION REQUEST:	

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6494338	VIN Number:	1G1YY12G1X6130354
Date Opened:	5/23/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B20485	Mileage:	28807
Address:	M K SMITH CHEVROLET CHINO	C	State: CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/23/2003 11:31:33 SBD TEMPLATE - KOPAH

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) RAMIRO MIRTINEZ TECH

CUSTOMER CONCERN - SERVICE COLUMN LOCK MESSAGE AND COLUMN DOES NOT UNLOCK..

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

TECH STS CAMPAIGN 01044 WAS PERFORMED PREVIOUSLY. HE STS CANNOT DUPLICATE.

TAC RECOMMENDATION -

ADVISED HIM ON PREVIOUS CASES OF WEAK BATTERY CAUSING THIS, AND CHECK G201 G202.

05/23/2003 11:31:33 HISTORY - KOPAH

05/29/2003 11:39:20 MOCERI -

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

RAMIRO MIRTINEZ TECH - TECH

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**RAMIRO STATES THIS VEHICLE HAS RETURNED AND THE COLUMN WILL NOT UNLOCK.
TECH STATES HE DID CLEAN Q201 Q202 AND INSTALL STAR WASHERS. THE COLUMN
LOCK CAMP HAS BEEN PERFORMED. THIS IS A MANUAL TRANSMISSION.**

NEW RECOMMENDATIONS

**! ADV RAMIRO THAT THE COLUMN LOCK RELAY SHOULD BE CHECKED. IF OK REPLACE
THE COLUMN LOCK ACTUATOR.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4116735	VIN Number:	1G1YY12G1X5130516
Date Opened:	8/9/2000	Model Year:	1999
Date Closed:	8/21/2000	Series:	Corvette
Dealer Code:	B44156	Mileage:	18700
Address:	DICK GENTHE CHEVROLESOUTHGATE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/09/2000 08:07:41 SBD TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

08/09/2000 08:07:41 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING COLUMN LOCKED.

DIAGNOSIS: THE TECH CLAIMS THE STEERING COLUMN WAS LOCKED BUT HE HAS NOT PERFORMED ANY REPAIRS.

SUGGESTION: ADVISED THE TECH OF THE FOLLOWING PER P.I.

A000914.....ERIC.X40777

**CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL
DIAGNOSTICS**

PROBABLE CAUSE: UNKNOWN

**CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN
LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN
THE 99 YB SERVICE MANUAL ON PAGE 2-89 (BOOK 1) 'STEERING COLUMN LOCK
DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING
DIAGNOSTIC STEPS SHOULD BE TAKEN:**

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.**
- 2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS
(WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO
NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY,
YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING
KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM
FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN
RETENTION.**
- 4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.**

MODELS:

97 98 99 00 CHEVROLET CORVETTE

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

LUFKIN , TX

CASE NUMBER: 05186824 VIN: 1G1YY12G1Y5110199
MODEL YEAR: 2000
DATE OPENED: 2001-08-03 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-08-03 MILEAGE: 8000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: PELTIER CHEVROLET OLDSMOBILE CADILLA
SRC PARENT: DEALER ADDRESS:

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CSI REC' V 8/3/01

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING WHEEL LOCKED

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) # 01044

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) FOR REPAIR OF CAMPAIGN

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

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

CHI REC'V 8/3/01 BETHANY SCHULTZ/CAC/PDX; 0; 365718783
2001-08-03

CUST STATED THAT HIS STEERING WHEEL WOULD NOT UNLOCK. CUST SAID HE DID GET IT REPAIRED. CRM ADVISED OF FILE AND PHONE NUMBER FOR FUTURE REFERENCE. BETHANY SCHULTZ/CAC/PDX; 0; 365718821

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADE 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:

05186924



Service Satisfaction Survey

**** Dissatisfied Customer ****

Luftin TX

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Date

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

Home telephone: (602) 834-1480

Change to: | |

Please provide us with your preferred email address:

Our records indicate that you had your 2000 Corvette serviced at Palter Chevrolet on June 13, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Palter Chevrolet.

Sincerely,

Dawn Wright

Dawn L. Wright

Director - Customer & Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 13, 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? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" 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 | Date Not Applicable |
|---|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|---------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 8. Was your vehicle ready by the original time promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No Time Promised | | |

1G1YY1201Y5110189 07414

21124407574 00000167127 212219

051

About Your Service Consultant's Advisor - Continued

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

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....

12. Were ALL of your service concerns corrected on this service visit?

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy

- ☐ Parts not available
- ☐ I declined repair
- ☒ Other (please specify: Parts Not Available)
- ☐ Don't know

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Feltzer Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 2000 Corvette?.....
19. Do you have any comments/recommendations about your Dealership?.....

Vehicle / long standing problem with 05 Corvette - steering wheel
could not unlock - after letter across nation received

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to our 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 enclosed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43600-0000

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6718847	VIN Number:	1G1YY12G1Y6118884	
Date Opened:	8/21/2003	Model Year:	2000	
Date Closed:		Series:	Corvette	
Dealer Code:	B11325	Mileage:	42000	
Address:	GARY LANG AUTO GROUP MC HENRY		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/21/2003 10:47:59 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

? 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) LENNY CHUTKA

CUSTOMER CONCERN - STATES THAT THE COLUMN DOES NOT UNLOCK.

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

TECH HAS COMPLETED BULLETIN 01-02-35-008, AND STATES THAT IT IS BACK WITH THE SAME CONCERN. STATES THAT THE COIL SIDE OF THE RELAY HAS EXCESSIVE RESISTANCE.

TAC RECOMMENDATION -

CHECK CIRCUIT 911 FOR HIGH RESISTANCE, IF OK SUGGEST POSSIBLE BCM.

08/21/2003 10:47:59 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Atkinson, NC

CASE NUMBER: 1-137867033 VIN: 1G1YY12G1Y5133210
MODEL YEAR: 2000
DATE OPENED: 2003-09-05 SERIES: Corvette
DATE CLOSED: 2003-09-12 MILEAGE: 11300.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANc DEALER NAME: Lkn, Inc.
BRC PARENT: DEALER ADDRESS: 1320 US Hwy 117 S, Burgaw, NC, 28425, USA

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

M40 Wheel / Touch Controls
0 REPAIR ATTEMPT(S)

Inoperative

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

steering wheel locked concern; ; 2003-09-05
2003-09-05

svc advisor, mike sauers; ; 2003-09-05
2003-09-05

follow up with cust; ; 2003-09-05
2003-09-10

send call cac letter today if cust has not returned crm call by today 1-137867033; ; 2003-09-10
2003-09-05

cust called in; ; 2003-09-05
2003-09-05

follow up with cust; ; 2003-09-05
2003-09-05

Service Request has been Closed Satisfied.; ; 2003-09-05
2003-09-08

SR in Status of Closed has been Re-Opened by CHESNEYJ; ; 2003-09-08
2003-09-08

cust called in; ; 2003-09-08
2003-09-08

follow up with cust; ; 2003-09-08
2003-09-08

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

SR in Status of Closed has been Re-Opened by CHESNEYJ; ; 2003-09-08
2003-09-08

follow up with cust; ; 2003-09-08
2003-09-10

follow up with cust on cost assist for steering wheel concern 1-137867033; ; 2003-09-10
2003-09-09

1-137867033; ; 2003-09-10
2003-09-10

svc mgr; ; 2003-09-10
2003-09-11

1-137867033 svc mgr; ; 2003-09-12
2003-09-10

follow up with cust; ; 2003-09-10
2003-09-12

follow up with cust on steering wheel concern 1-137867033; ; 2003-09-12
2003-09-12

svc mgr, Sheila Hancock; ; 2003-09-12
2003-09-15

svc mgr, Sheila Hancock 1-137867033; ; 2003-09-15
2003-09-12

follow up with cust; ; 2003-09-12
2003-09-16

follow up with cust on steering wheel concern 1-137867033; ; 2003-09-16
2003-09-12

svc mgr, sheila hancock; ; 2003-09-12
2003-09-12

svc mgr, sheila hancock; ; 2003-09-12
2003-09-12

follow up with cust; ; 2003-09-12
2003-09-12

Service Request has been Closed Satisfied.; ; 2003-09-12

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
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:
BHC 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:

*****ADJ 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:

*****REC CONTACT INFORMATION*****

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

DIV: CHEVROLET CASE 990526759 TYPE: G-GENERAL
NAME: DELILLO CHEVROLET CO.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: MRS. LINDA HALEB
ADDRESS: 17562 STILL HARBOR LANE

CITY: HUNTINGTON BEACH STATE: CA ZIP: 92647-0000
VIN: 1G1YY12G2X5107651 DELIVERY DATE: 10/27/1998
RESP DEALER: 00000
MILEAGE: 3600 CORPORATE CASE #:
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 09/29/1999 ORIG OPEN DATE: 09/29/1999
REOPENED: N
LAST ACTIVITY DATE: 09/29/1999 BY: LAURA TELLEZ
CLOSE DATE: 09/29/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SEKV-SERVICE
SOURCE CODE:
LOCATION: ADV
WARRANTY: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

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

DEALER CONTACTED: N DEALER NUMBER: 20183
CONTACTED DATE: 09/29/1999 NAME: DELILLO CHEVROLET CO.
DEALER CLOSED : 09/29/1999 CITY: HUNTINGTON BEACH ST: CA

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
J05	0		NOT READING THE RIGHT GAS INFORMATION
M41	0		LOCKED UP
S01	0		DEALER CANNOT FIND WHAT IS WRONG WITH VEHICLE

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 09/29/1999 00:00:01

NOTED

NOTED

NOTED

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 09/29/1999 16:18:38

CUSTOMER STATES THAT THIS IS A 99 VEHICLE SHE HAS HAD VEHICLE FOR 1 YR. AND IT HAS BEEN IN THE DEALERSHIP FOR 8 DAYS NOW AND THE DEALERSHIP DOESNOT KNOW HOW TO FIX THE PROBLEMS...THE VEHICLE STEERING COLUME HAS LOCKED AND THE GAS GUAGE IS GIVING WRONG INFORMATION...CUSTOMER SEEKS WANTS CAR FIX, OR GET HER ANOTHER VEHICLE...OR PAY HER MONTHLY CAR BILL. CUSTOMER STATES THAT THEY CAN FIRE THE MECHANIC SHE DOESNOT CARE...CRM ADVISES TRANSFER TO TIER 2...DEMETRIA HARRIS/AUSTIN
CALL WAS TRANSFERRED FROM TIER 1 ... CUSTOMER STATES THAT SHE WOULD LIKE FOR THE DEALERSHIP TO HURRY UP AND REPAIR HER VEHICLE BECAUSE SHE WANTS HER CAR BACK DEALERSHIP HAS HAD CAR FOR 8 DAYS AND STATES THAT SHE WOULD LIKE FOR CHEVROLET TO PAY HER CAR NOTE CRM INFORMED CUSTOMER THAT CRM WOULD HAVE TO DO SOME RESEARCH ON THE SITUATION CRM SPOKE WITH SERVICE MANAGER AND HE INFORMED ME THAT HE IS DOING THE BEST THAT HE CAN TO CORRECT THE PROBLEM AND THAT HE HAS ALREADY CONTACTED THE TECHNICAL ASSISTANCE CENTER TO FIND THE REPAIR CRM CRM INFORMED CUSTOMER OF THE SITUATION AND CUSTOMER STATES THAT SHE DOES NOT WANT TO GIVE CHEVROLET ANY MORE TIME TO CORRECT THE PROBLEM THAT ALL SHE WANTS IS TO HAVE HER CAR BACK
LAURA / AUSTIN

GM 1241

No GM 1241 Data available for this case.
GM 1241 A

No GM 1241A Data available for this case.
GM 1241 D

No GM 1241D Data available for this case.
GM 1241 X

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: HUNTINGTON BEACH

STATE: CA

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENTION: [REDACTED]

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 00926785 VIN: 1G1YY12G2X5111179
MODEL YEAR: 1999
DATE OPENED: 2000-07-17 SERIES: NOT FOUND
DATE CLOSED: 2000-07-18 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: WM L MORRIS-SIMI
BRC PARENT: DEALER ADDRESS: 1001 COCHRAN ST., SIMI VALLEY, CA, 93065, USA

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

M41 Steering Column/Lock/Attaching Parts Interference
0 REPAIR ATTEMPT(S) WOULDN'T UNLOCK

C07 Window Other
0 REPAIR ATTEMPT(S) INOPERATIVE

STEERING COLUMN LOCKED

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

CUST VEH STEERING COLLUM LOCKED VEH STARTS & DRIVES
CUST NEEDS VEH TOWED TO WILLIAM MOORE CHEV IN SEEDY VALLEY
CRM ADVSD WILL TAKE CARE OF IT
CUST WORK
WORK IS ANTHONY INTERNATIONAL 12812 ARROYLO ST SAN FERNANDO 91342; 0; 332736998

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

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

ROCKLIN, CA

CASE NUMBER: 05067599 VIN: 1G1YY12G2X5113191
MODEL YEAR: 1999
DATE OPENED: 2001-07-25 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-08-01 MILEAGE: 33608
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MIKE DAUGHERTY CHEVROLET
BRC PARENT: DEALER ADDRESS: 2449 FULTON AVE, SACRAMENTO, CA, 95825, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) COLUMN LOCKUP
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) INSPECTION/REPAIR
A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) STEERING COLUMN

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 IS LOCKED AND VEH WILL NOT MOVE. CUST STATES THAT HE NEEDS TO GET VEH REPAIRED. CRM ADVISED THE CUSTOMER OF OPEN CAMPAIGN 001044 REGARDING THE STEERING COLUMN LOCKUP. CUST STATES HE DID NOT RECEIVE A LETTER. CRM CONTACTED JOHN AT ROADSIDE AND SET UP TOWING FOR CUST. CRM TO FOLLOW UP WITH CUST ON FRIDAY BETWEEN 6-8 PMT. CELL # [REDACTED] MONICA RAGSDALE/CAC/PDX; 0; 364967481
2001-08-01

CRM CONTACTED THE CUSTOMER AND HE STATES THAT EVERYTHING WAS TAKEN CARE OF. NO FURTHER ACTION NEEDED. MONICA RAGSDALE/CAC/PDX; 0; 365568467

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

HEFLIN , AL

CASE NUMBER: 00903184 VIN: 1G1YY12G2X5115717
MODEL YEAR: 1999
DATE OPENED: 2000-07-14 SERIES: NOT FOUND
DATE CLOSED: 2000-08-09 MILEAGE: 37000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: BUSTER MILES CHEV-OLDS INC
BRC PARENT: DEALER ADDRESS: 685 ROSS ST., HEFLIN, AL, 36264, USA

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

M41 Steering Column/Lock/Attaching Parts Other
2 REPAIR ATTEMPT(S) LOCK_REPLACED

complaint_veh

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

cust states that his wife is stranded in another city due to the steering column lock is locked in place...cust state that he's replaced the lock 2x....cust seeks assist w/c to replace the lock...crm contacted buster miles chevy....spoke w/tony, svc mgr....he states that engineering is aware of the problem...tech builtn has been issued concerning the problem, dlr is adv to continue replacing the part until gm makes the part to resolve the problem which will not be until close to the end of the yr....crm contacted lynn layton chevy....spoke w/gary, svc mgr..crm inform him of cust situation...he state that he will goodwill the repair but cust will have to pay for towing...crm conf cust w/dlr...cust will contact insurance provider for reimbursement for towing....cust satisfied...cars/atx; 0; 99999
2000-08-09

CUST'S E-MAIL TO KANA:

I NEED HELP IN GETTING MY 2000 CORVETTE THAT BROUGHT FROM MAXIE PRICE CORVETTE.REPAIR.IT HAS BEEN TWO MONTHS THAT MAXIE PRICE TECH. HAVE TRY TO REPAIR AND WITH IT STAYING OVERTHERE FOR TWO WEEKS BEFORE THEY GOT AROUND TO DOING WHATEVER THEY DID .WHICH LOOK LIKE THEY DID VERY LITTLE AT ALL.I CALL THE SEVICE ADVISOR GREGORY EPTING ABOUT REPAIR MY CAR FOR THE SECOND TIME AND HAVE CALL FIVE TIME ONLY TO GET PUT OFF ,LIND TO,IGNORED. I DO NOT UNSTAND WHY PRICE'S COVETTE INC. IS DOING THIS TO ME. LAST YEAR I BROUGHT TWO NEW COVETTES FROM THEM.THAT SHOULD COUNT FOR SOMETHING.THE PROBLEM I AM HAS WITH MY CAR IS IN THE BACK-END(DIFFERENTIAL) WHAT IS FOR THIS LETTER TO GO TO THE CORPORATION HEADQUARTER,CEO.SO I CAN GET SOME HELP IN GET MY CAR REPAIR. AND I WILL BE GETTING IN TOUCH WITH THE BETTER BUSINESS BUREAU YOU KNOW I WOULD HATE TO THINK THIS IS BECAUSE I AM A BLACK MALE FROM ALABAMA.THAT IS THE REASON I AM GETTING THIS KIND OF TREATMENT.

MY WORK #
MY HOME # 0; 334704513
2000-08-09

CRM CALLED CUST AND SAID LISA IS ALREADY WORKING ON FILE. CUST IS EXPERIENCING CONCERNS WITH THE SVC ADVISOR, GREGORY EPTING. LISA, PLEASE INFORM SERVICE MANAGER OF CUST'S EXPERIENCE.....NAJAH GRAHAM/KANA; 0; 334705104

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4548965	VIN Number:	1G1YY12G2X5116717
Date Opened:	2/16/2001	Model Year:	1998
Date Closed:	4/2/2001	Series:	Corvette
Dealer Code:	B08366	Mileage:	51222
Address:	BUSTER MILES CHEV-OLHEFLIN	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING ALLEDGED STEERING COLUMN LOCK

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/16/2001 11:49:45 SBD TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

02/16/2001 11:49:45 HISTORY - DAVIS

CONDITION: THE CUSOTMER CLAIMS THE STEERING COLUMN LOCKS.

DIAGNOSIS: THE TECH CLAIMS HE CANNOT DUPLICATE THE CONDITION AND HE IS INQUIRING ABOUT A P.I.A000265. HE CLAIMS THE ACTUATOR WAS REPLACED

TWICE..

SUGGESTION: ADVISED THE TECH TO TRY TO DUPLICATE THE CONDITION AND ALSO ADVISED HIM OF THE P.I..ERIC.X40777

02/20/2001 09:29:19 MILLER

*****DEALER CONTACT NAME AND POSITION*****

RANDALL - TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

6

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES THE COLUMN WILL NOT LOCK. HAS NO CODES AND BCM READS KEY IN KEY OUT.

*****NEW RECOMMENDATIONS*****

ADVISED DEALER TO MONITOR STEERING COLUMN LOCK STATE. IF IT READS LOCKED CHECK G201 AND CIRCUIT 1801 FOR OPEN.

03/05/2001 11:37:50 ZAJECHOWSKI

*****DEALER CONTACT NAME AND POSITION*****

TONY DONOFRIO SMGR

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

?

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

?

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

SERVICE MANAGER STATES COLUMN LOCK MOTOR WAS REPLACED 3 TIMES AND G201 AND 202 WERE INSPECTED , TERMINALS AT IGNITION SWITCH WERE CHECKED, AND KEY STATUS WAS MONITORED. AS SUGGESTED IN PREVIOUS CALL IN. CUSTOMER NOW STATES THAT COLUMN LOCKED WHILE PULLING INTO DRIVEWAY AND VEHICLE STALLED. SERVICE MANAGER STATES VEHICLE IS ON ITS WAY INTO THE DEALER.

*****NEW RECOMMENDATIONS*****

ADVISED SM TO HAVE TECH DISASSEMBLE SPLICE PACK GROUNDS G201 AND 202 , PIN DRAG TERMINALS AT IGNITION SWITCH .

03/14/2001 09:44:44 CRUMB

*****DEALER CONTACT NAME AND POSITION*****

TONY DONOFRIO

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

4

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

??

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

THEY HAVE CHECK G200 AND G201 SPLICE PACKS AND CIRCUITS TO IGNITION SWITCH. THE COLUMN WILL NOT LOCK WHEN KEY IS REMOVED BUT WILL WHEN COMMSNDED WITH TECH 2.

*****NEW RECOMMENDATIONS*****

ADVISED TONY TO REPLACE THE IGNITION SWITCH AND STEERING COLUMN LOCK RELAY.

04/02/2001 18:34:08 KENNEDY - CASE CLOSED

REPLACED STEERING COLUMN LOCK RELAY AND IGNITION SWITCH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

SUGAR LAND

TX

HOME PHONE:

CASE NUMBER: 04077877 VIN: 1G1YY12G2X5118956
MODEL YEAR: 1999
DATE OPENED: 2001-05-04 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-05-04 MILEAGE: 36500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET
BRC PARENT: DEALER ADDRESS: 5333 HICKORY HOLLOW PKY, ,ANTIOCH, TN, 37013, USA

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

S35 Warranty Clarification
0 REPAIR ATTEMPT(S)Other
GMPPM41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Other
DEFECT IN DESIGN

Treatment by dealership service

CRM TO ADVISE:

"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 service practices. Our dealerships are reviewed on a routine basis within GM Motor Division and all this information is utilized by upper management when conducting those reviews." CRM ACTIONS: CRM to leave an FYI message for the AVM regarding customer concern.

Treatment by dealership service

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

CUST STATES THAT THE STEERING COLUMN LOCKED ON HER VEH. SHE HAD TO HAVE THE VEH TOWED. SHE CALLED THE DLR AND SPOKE WITH MIKE GUERRO, WHO STATED THAT NO PROBLEM HE CHECKED WITH HIS MGR, AND THEY WOULD TOW HER VEH TO THE DLR AT NO COST. WHEN THE CUST CALLED TO PICK UP THE VEH SHE WAS TOLD SHE WOULD BE CHARGED \$100 FOR THE TOWING AND \$200 DEDUCTIBLE FOR THE REPAIR. SHE KNOWS THE REPAIR IS A KNOWN DEFECT IN THE STEERING OF CORVETTES AND FEELS SHE IS JUST OUTSIDE THE NVW, AND SHOULD NOT HAVE TO PAY FOR THE REPAIR. CUST REQUESTED TO HAVE FEE WAIVED FOR THE TOWING AND FOR THE REPAIR TO BE COVERED UNDER THE NVW. CUST ADVISED THE CUST HE WOULD TRANS TO SPECIALIST. CRM TRANS TO T2. SCOTT BUNNELL
CARS/ATX; 0; 357860712
2001-05-04

CRM RECEIVED TRANSFER FROM TIER 1.....CUSTOMER STATED THAT STEERING COLUMN LOCKED UP.....CUSTOMER IS SEEKING ASSISTANCE ON GETTING HER GMPP DEDUCTIBLE WAIVED, AND TOWING CHARGES. CRM ADVISED CUSTOMER THAT THE GMPP DEDUCTIBLE CANNOT BE WAIVED SINCE THIS IS THE PLAN SHE CHOSE AT THE TIME OF PURCHASE.....CRM CONTACTED GMPP FOR INFORMATION ON THE TOWING CHARGES AND WAS ADVISED THE MAXIMUM AMOUNT THAT CAN BE REIMBURSED HIS 50.00 CRM ADVISED CUSTOMER OF THIS.....CUSTOMER STATING THAT DEALERSHIP TOLD HER THERE WOULD NOT BE A CHARGE FOR THE TOWING.....CRM ADVISED CUSTOMER THAT I WOULD CALL THE DEALER FOR FURTHER INFO. CRM CALLED DEALERSHIP AND SPOKE TO TONY SVM.....SVM STATED THAT CUSTOMER WAS ADVISED PRIOR TO BRINGING VEHICLE IN THAT SHE WOULD BE CHARGED UNLESS SHE HAD VEHICLE TOWED TO CLOSEST DEALERSHIP....SO SVM NOT WILLING TO WAIVE THE OTHER 50.00 THAT GMPP WILL NOT PAY FOR. CRM ADVISED CUSTOMER OF INFORMATION.; 0; 357862045
2001-05-04

CONT.....CUSTOMER STATED THAT SHE IS NOT SATISFIED.
THAT SHE WILL NOT BUY ANOTHER GM VEHICLE.
CUSTOMER STILL NOT SATISFIED.
0, 357862085

CUSTOMER STATED
CRM APOLOGIZED,
HEATHER ALEXANDER/AUSTIN;

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:

AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:

ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:

DATE:

BUSINESS:
ACCIDENT:

* BUSINESS: 0
DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

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

ZACHARY , LA

CASE NUMBER: 04721071 VIN: 1G1YY12G2X5120352
DATE OPENED: 2001-06-27 MODEL YEAR: 1999
DATE CLOSED: 2001-07-11 SERIES: CORVETTE HARDTOP
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GERRY LANE CHEVROLET
BRC PARENT: DEALER ADDRESS: 6505 FLORIDA BLVD, BATON ROUGE, LA, 70806, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SATISFACTION SURVEY

N02 Battery Other
0 REPAIR ATTEMPT(S) DIES

N02 Steering Linkage/Component Parts Other
0 REPAIR ATTEMPT(S) IT LOCKS

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owner's manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corpoi nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CRM REC'D DOC MAX#VIN. CRM PERFORMED CASE SCAN AND FOUND NO PREVIOUS REQUEST, OPEN CAMPAIGNS, OR SPECIAL POLICIES. CUST STATES SATISFIED WITH GERRY LANE CHEVROLET AND STATES NOT AT ALL SATISFIED WITH 1999 CORVETTE. CUST ALSO STATES THAT WHEN THEY GOT CARBACK FROM DEALER IT WAS RETURNED DIRTY AND THE BATTERY HAS DIED 3 TIMES AND LEFT CUST STRANDED. CUST ALSO STATES THE STEERING COLUM LOCKS AND THAT THIS IS THE LAST CORVETTE HE WIL BUY. CRM ATTEMPTED TO CONTACT CUST AND THERE WAS NO ANSWER. CRM WILL CONTACT AGAIN ON 7-2-01.
DENISE OLVERA/ATX/CORR; 0; 362536002
2001-07-02

CRM ATTEMPTED TO CONTACT CUST AND THERE WAS NO ANSWER. CRM WILL MAIL LETTER DUE TO UNABLE TO CONTACT CUST.
OLVERA/ATX/CARS/CORR; 0; 362964173
2001-07-24

Letter Approved. Rita Labrado/Letter Approver/ATX; 0; 364839711

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



Service Satisfaction Survey

** Dissatisfied Customer

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

Zachary LA

Home telephone (214) 654-2000

Charge to: ()

Please provide us with your preferred Email address:

Dear

Our records indicate that you had your 1999 Corvette serviced at Gary Lane Chevrolet on May 18, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Gary Lane Chevrolet.

Sincerely,

Dawn L. Wright

Dawn L. Wright

Director - Customer & Relationship Services

Instructions

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

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

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 18, 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 type="checkbox"/> | <input checked="" 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? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input checked="" type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input checked="" type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|---|---|---|--|---|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input checked="" type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | No Time Promised <input type="checkbox"/> | | |

1611Y120205120392 24447

21118384872 00000114261 227787

051

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Garry Lane Chevrolet? ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☐ Definitely Would ☒ Probably Would ☐ Maybe/Right Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1999 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
19. Do you have any comments/recommendations about your:
- Dealership: *When the car was returned to me after engine replacement - it had mud all over it and was the dirtiest it has ever been inside out. Voice: This car has kept my wife stranded 3 times - dead battery - engine replacement - steering column lock - This is my first Corvette & my last.*
20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-223-1020

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: 0390-99
CHEVROLET MOTOR DIVISION, P.O. BOX 18063, TOLEDO, OH 43688-0663 0399

July 24, 2001

[REDACTED]
Zachary, LA [REDACTED]

Request: C04721071

Dear [REDACTED]

Thank you for your recent comments regarding your 1999 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at 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. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Denise Olvera
Customer Relationship Manager

SU0003-A/rl

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CORONA , CA

CASE NUMBER: 04466496 VIN: 1G1YY12G2X5121422
MODEL YEAR: 1999
DATE OPENED: 2001-06-07 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-09-05 MILEAGE: 42500
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: CORONA CHEVROLET-OLDSMOBILE
ERC PARENT: DEALER ADDRESS:

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

M40 Steering Wheel Other
1 REPAIR ATTEMPT(S) LOCKS UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STS THAT THE STEERING WHEEL LOCKS AND THAT THIS IS NOT SUPPOSED TO HAPPEN AT LEAST THAT SHE KNOWS OF. SHE HAS RESEARCHED THIS AND HAS FOUND THAT THERE ARE MANY COMPLAINTS OF THIS PROBLEM ON THE INTERNET. AND SHE HAS BEEN TOLD THAT THIS COULD HAPPEN WHILE YOU WERE DRIVING. SHE HAS HAD IT TO THE DLR WHO WAS NOT ABLE TO REPAIR IT AND SHE HAD IT TOWED IN THIS MORNING.

CUST SEEKS TO GET HER VEH FIXED.

CRM CALLED THE SVC MGR JAMIE AND HE STS THAT HE HAS 3 CORVETTES IN RIGHT NOW FOR THE SAME PROBLEM AND THEY ARE CONTACTING TAC FOR ASSISTANCE.

CRM ADVED THE CUST OF THIS AND SHE STS THAT SHE ALSO FOUND TWO TEB'S FOR THIS PROBLEM CRM ADDD THE CUST THAT WE WOULD CALL HER TOMORROW AT 10:30 TO 11:30 PST.

THOMAS KOKINOS/PDX; 0; 360783060
2001-06-08

CRM CALLED THE CUST TO SEE HOW HER TRIP TO THE DLR WENT AND THE CUST WAS UNAVAILABLE AND CRM LEFT A CALL CAC MESSAGE.

NEXT CRM PLEASE SEE HOW THE TRIP TO THE DLR WENT AND ASSIST IF ANY OTHER PROBLEMS OR CONCERNS THANKYOU \

THOMAS KOKINOS/PDX; 0; 360878262
2001-06-11

CRM CALLED THE CUST FOR A 2ND TIME AND THE CUST WAS UNAVAILABLE CRM LEFT A CALL CAC MESSAGE. NEXT CRM PLEASE SEE IF THE CUST HAS GOTTEN ALL OF HER CONCERNS RESOLVED WITH THE DLR.

THOMAS KOKINOS/PDX; 0; 361137576
2001-06-13

CRM called cust and left msg advising previous CRM is out today and will try calling when he returns

Kristy Wintermantel-cac-pd; 0; 361311560
2001-06-14

SINCE 2 DIFFERENT PEOPLE HAVE TRIED TO CONTACT THE CUST AT DIFFERENT TIMES AND WE HAVE NOT CONTACTED HER WE WILL SEND A CALL CAC LETTER.

NEXT CRM PLEASE SEE HOW EVERYTHING WENT WITH THE DLR AND IF ALL OF HER CONCERNS HAVE BEEN TAKEN CARE OF AND IF NOT PLEASE ASSIST THE CUST.

THOMAS KOKINOS/.PDX; 0; 361385699
2001-06-21

GL reviewed file & letter.....submitting letter to MSX. Anny VanNatta/GL/pdxCAC; 0; 362034092
2001-08-09

TM OTS approval of reimp of two days @ 29.00 a day for campaign performed prior to being issued.

Business reason: 1) steering - campaign related 2) customer satisfaction
Gayl Oglesby / tm tpa; 0; 366231723
2001-08-09

cust states that her vehicle had steering column concern and they could not duplicate it ; the very next day she had to have it towed again for the same thing; cust states that dealer took three days to repair the vehicle because they did not have anyone to work on it; cust seeks reimp for 2 days rental at 29.00 a day.....crm advised after researching campaign 01004 and researching vin profile and speaking to tm that we will reimp her for 2 days rental at 29.00 a day , crm advised of what docs to send in and the address to send them to; crm called dealer and could reach dlr due to phone trouble.....crm will call dealer when docs are received,.....nancy nciastro/cars/tpa; 0; 366232297
2001-08-28

CRM CALLED CUST TO SEE IF DOCS HAVE BEEN SENT OR ARE GOING TO BE SENT.....LEFT MESSAGE STATING CAC NUMBER AND FILE NUMBER AND HOURS OF OPERATION.NANCY NCIASTRO/CARS/TPA; 0; 367871309
2001-09-05

CRM CALLED CUST AND NO ANSWER... CRM CLOSING FILE UNTIL FURTHER CONTACT FROM CUST...NANCY NICAstro/CARS/TPA; 0; 368573999

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LINE 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:

*****ADE 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:

June 14, 2001

[REDACTED]
Corona, CA [REDACTED]

Request: C04466496

Dear [REDACTED]

We would like to discuss your concerns on your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Thomas Kokinos
Customer Relationship Manager

RS0006-P/alv

DIV: CHEVROLET CASE 990548169 TYPE: G-GENERAL
NAME: SCOTT CHEVROLET, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: ZIONSVILLE
VIN: 1G1YY12G2X5127981
RESP DEALER: 00000
MILEAGE: 4997
YEAR/MODEL: 1999/CORVETTE

STATE: PA ZIP: [REDACTED]
DELIVERY DATE:
CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE : 10/19/1999
REOPENED: N

STATUS: C
ORIG OPEN DATE: 10/19/1999

LAST ACTIVITY DATE: 10/22/1999

BY: KENNETH DENNIS

CLOSE DATE: 10/22/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV
WARRANTY: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 15488

CONTACTED DATE: 10/19/1999

NAME: SCOTT CHEVROLET, INC.

DEALER CLOSED : 10/19/1999

CITY: EMMAUS

ST: PA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		CUST STATES THAT STEERING COLUMN LOCKED
R55	0		CUST STATES CD CHANGER DOESN'T WORK

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/19/1999 12:23:05
CUST STATES THAT CD CHANGER IS OUT AND THAT DEALER TOLD HIM THAT IT WILL BE A WHILE BEFORE HE GETS ONE. BECAUSE THEY ARE BACK ORDERED. CUST IS VERY UPSET AND FEELS THAT HE SHOULD BE COMPENSATED. CUST SEEKS NEW CD CHANGER QUICKLY. CRM ADV CUSTOMER THAT DEALER CONTACT WILL BE MADE AND WE WILL RESEARCH AND GET BACK TO HIM. KENNETH DENNIS/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/22/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

No GM 1241 Data available for this case.
GM 1241 A

No GM 1241A Data available for this case.
GM 1241 D

No GM 1241D Data available for this case.
GM 1241 X

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: ZIONSVILLE

STATE: PA

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: (610) 965-3500

EXTENTION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

AVON , CT

CASE NUMBER: 05163045 VIN: 1G1YY12G2X5128614
MODEL YEAR: 1999
DATE OPENED: 2001-08-02 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-08-02 MILEAGE: 20000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: ONEILLS CHEVROLET & BUICK INC
BRC PARENT: DEALER ADDRESS: 5 W MAIN ST., AVON, CT, 06001, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKED

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) STEERING LOCKED

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUSTOMER STATES THE STEERING LOCKED UP ON HIS CORVETTE AND IS BEING TOWED TO ONEILLS. CUSTOMER SEEKIN ASSURANCE WILL BE FIXED. CRM CONTACTED ONEILLS WHO STATED A DIAGNOSIS NEEDS TO BE MADE AND THEN THEY CAN DECIDE IF IT'S A CAMPAIGN ISSUE AND OFCOURSE THE CAMPAIGN WILL BE TAKEN CARE OF REGARDLESS. ONEILLS STATED THEY HAVE NO RENTALS HOWEVER CUSTOMER CAN RENT A VEHICLE AND BE REIM FOR \$30 A DAY UP TO 3 DAYS. CRM ADVISED CUSTOMER. CRM GAVE FILE NUMBE. NO FUTHER ACTION AT THIS TIME.
JEANINE WOODARD ATX/CARS/CAC; 0; 365615325

*****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:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

KADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

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 NAME:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

355901

CASE NUMBER: 01770989 VIN: 1G1YY12G2Y5100572
 DATE OPENED: 10/03/00 MODEL YEAR: 00
 DATE CLOSED: 12/20/00 SERIES: NOT FOUND
 SOURCE: MILEAGE: 16002
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 01770989 VIN: 1G1YY12G2Y5100572
 MODEL YEAR: 2000
 DATE OPENED: 2000-10-03 SERIES: NOT FOUND
 DATE CLOSED: 2000-12-20 MILEAGE: 16002
 SOURCE: Phcma DELIVERY DATE:
 SRC TYPE: DEALER NAME: RD MORSE CHEVROLET
 SRC PARENT: DEALER ADDRESS: 1640 N STATE RD 7
 (441), LAUDERHILL, FL, 33313, USA

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

NO1 Steering General
 3 REPAIR ATTEMPT(S)

Other
 FINAL REPAIR

FINAL - FL

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

LEGAL CORRESPONDENCE. CRM RECEIVED MVDN IN PURSUANT TO FL LEMON LAW. CUSTOMER CONCERN IS STERING WHEEL. LOCKED UP AND VEHICLE HAD TO BE TOWED TO DEALER. CRM CALLED CUSTOMER NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 339444857 2000-10-03

CRM CALLED SVC MGR DAVE NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/EXT 56151; 0; 339453668 2000-10-03

CRM CALLED SVC MGR DAVE HE STATES THIS CONCERN IS COMMON. TAC NOT CONTACTED. 9-22-00 REPLACED LOCKING SOLENOID AND LOCKING PARTS. 3-17-00 REPLACED LOCKING SOLENOID AND LOCKING PARTS. 12-7-99 REPLACED LOCKING SOLENOID AND LOCKING PARTS. CRM CALLED AVM CARL COOK TO ADVISE LEFT MESSAGE FOR CALLBACK. CRM CALLED CUSTOMER HE STATES AT THE MOMENT VEHICLE IS REPAIRED. VEHICLE IS LEASED. CRM CLOSING FILE. DEIRDRE KING/LEGAL CORR/EXT 56183; 0; 339459548

GM RESTRICTED

355901

2000-12-13

CUST STATES THE VEH IS AT THE DLR NOW FOR THE 5th TIME. CUST STATES THE STEERING WHEEL LOCKS UP AND THE INFO LIGHT COMES ON. CUST STATES HE AND HIS FAMILY ARE AFRAID IF THEY DRIVE THE VEH TOO FAR IT WILL LEAVE THEM STRANDED. CUST STATES HE IS FOLLOWING THE STEPS IN THE BACK OF THE OWNERS MANUAL. CUST IS SEEKING A BUY BACK. CRM ADVISED CUST WILL CALL DLR THURS 12-14-00 AND CALL CUST BETWEEN 12:30 & 2:30 EST.CARRIE BERNHARD/PDX-CAC; 0; 345596981

2000-12-14

CRM SPOKE WITH MIKE FERRARO/SVC MGR. MIKE STATES THE VEH WAS REPAIRED AND THE CUST HAS PICKED UP VEH. THE ACTUATOR WAS REPLACED. MIKE STATES THIS IS THE THIRD TIME THE VEH HAS BEEN IN FOR A COLUMN LOCK. MIKE STATES HE HAS HEARD OF AFTERMARKET OVER-RIDE ITEMS THAT CAN BE INSTALLED. HE AND THE CUST DISCUSSED THE OPTIONS. MIKE STATES HE IS AWARE THIS IS A CONCERN WITH THESE VEHs AND THE LATEST FIX IS TO REPLACE THE ACTUATOR.....CARRIE BERNHARD/PDX-CAC; 0; 345666347

2000-12-14

CUST STATES HE IS GLAD THE DLR FIXED THE VEH, BUT HE HAS HEARD THIS BEFORE. CUST STATES HE IS AFRAID TO DRIVE THE VEH LONG DISTANCES. CUST STATES HE REALLY LIKES THE VEH AND IS WANTING TO STAY WITH CHEV AND CORVETTE, BUT THIS VEH HAS DIED SIX TIMES.....CARRIE BERNHARD/PDX-CAC; 0; 345671743

2000-12-20

CRM ADVISED CUST THAT GM'S OBLIGATION IS TO FIX THE VEH, WHICH WE HAVE DONE. IF CUST IS NOT SATISFIED WITH THIS, HE CAN PURSUE THE STEPS IN THE BACK OF THE OWNERS MANUAL. CUST STATES HE WILL.CARRIE BERNHARD/PDX-CAC; 0; 345600247

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

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

355901

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

Coral Springs, FL

CERTIFIED MAIL



7077 3400 0008 1576 1219

10-02-00P02:22 RCVD

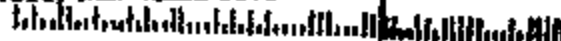
**RETURN RECEIPT
REQUESTED**

fwl

Chevrolet Motor Division
Chevrolet Customer Assistance Center

G M CHEVROLET CAC
P O BOX 33170
DETROIT, MI. 48232-5170

48232-51700074



U.S. POSTAGE
CORAL SPRINGS, FL
SEP 28 10
PM '97

\$2.98

**RETURN RECEIPT
REQUESTED**

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

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

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

Description of continuing defect(s) or condition(s) STEERING WHEEL LOCKED - CAR COULD NOT BE
DRIVEN, WAS TOWED TO DEALER.

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

Vehicle Make CHEVROLET Model CORVETTE Year 2000
VIN 1G1Y1Y12292Y510105712 Date of Delivery 9 SEPTEMBER 1999

Name and City/State of selling dealer or leasing company (if applicable) DEALER: ED MORSE CHEVROLET -
LAUDERHILL, FLORIDA / LEASING COMPANY: CHASE - WILMINGTON, DELAWARE

Name and City/State of authorized service agent(s) attempting previous repairs ED MORSE CHEVROLET -
LAUDERHILL, FLORIDA

Consumer [REDACTED] Home phone [REDACTED]
Address [REDACTED] Work phone [REDACTED]
COEN SPRINGS, FLORIDA Signature [REDACTED]
Date Mailed 26 SEPTEMBER 1999

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail. (1/99)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4221245	VIN Number:	1G1YY12G2Y5100572
Date Opened:	9/22/2000	Model Year:	2000
Date Closed:	10/20/2000	Series:	Corvette
Dealer Code:	B26342	Mileage:	16002
Address:	ED MORSE CHEVROLET LAUDERHILL	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/22/2000 14:16:01 SBD TEMPLATE - HESSELL

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

Y (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)STEERING COLUMN LOCK

09/22/2000 14:16:01 HISTORY - HESSELL

CONCERN:

DLR STS THAT THE COLUMN LOCK WOULD NOT UNLOCK.

DLR STS THAT HE HAS REPLACED THE LOCK MOTOR ASSMY THREE TIMES FOR THE SAME CONDITION.

DLR STS THAT HE CAN TAP ON THE MOTOR AND CYCLE THE KEY AND THE LOCK MOTOR
WILL UNLOCK THE WHEEL.

ADVISED:

TAC DISCUSSED PI A000265 FOR PROPER DIAGNOSES OF THE STEERING WHEEL LOCK
MOTOR.

DLR TO ADVISE.

10/20/2000 18:55:38 AVRITT

- CASE CLOSING FAXED IN.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Union City

IN

HOME PHONE:

CASE NUMBER: 1-121196654 VIN: 1G1YY12G2Y5101978
MODEL YEAR: 2000
DATE OPENED: 2003-07-19 SERIES: Corvette
DATE CLOSED: 2003-07-22 MILEAGE: 14870.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Ron Garrett Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1225 E. Russ Road, Greenville, OH, 45331-2757,

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

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

Inoperative

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

steering column locked; ; 2003-07-19
2003-07-22

c/b for update; ; 2003-07-22
2003-07-22

update; ; 2003-07-22
2003-07-22

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

*****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: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5615528	VIN Number:	1G1YY12G2Y5124922
Date Opened:	5/20/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B28673	Mileage:	15637
Address:	GANLEY CHEVROLET, INCLEVELAND	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCK STA

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/20/2002 14:19:51 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 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 DUDGEON TECH

CUSTOMER CONCERN - COLUMN LOCK STAYS ENGAGED AT TIMES

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

WAS ABLE TO DUPLICATE CONCERN. AFTER SAT FOR THE WEEKEND, FOUND BATTERY LOW, AND AFTER CHARGED BATTERY SEEMED TO START WORKING AND HAS NOT BEEN ABLE TO DUPLICATE SINCE. DLR LOOKING FO SUGG.

TAC RECOMMENDATION - CAN TRY RUNNING THROUGH CAMPAIGN 01044 AND ALSO P/H#A000285 LISTED BELOW:

05/20/2002 14:19:51 HISTORY - RICKETTS

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL

EA62-031 / GM22C

DIAGNOSTICS STEPS ARE AS FOLLOWS:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.**
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT**

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

PORT SMOUTH

VA

HOME PHONE:

CASE NUMBER: 04921560 VIN: 1G1YY12G2Y5130381
MODEL YEAR: 2000
DATE OPENED: 2001-07-16 SERIES: NOT FOUND
DATE CLOSED: 2001-07-26 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HALL CHEVROLET
BRC PARENT: DEALER ADDRESS: 3412B WESTERN BRANCH
BLVD, CHESAPEAKE, VA, 23321, USA

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

M01 Steering General
3 REPAIR ATTEMPT(S)

Other
STEERING LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

DLR 757-483-1999

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

CUST STATES THAT WHEN HE GOES TO START HIS VEH THE STEERING COLUMN LOCKS. HE HAS TOWED IT INTO THE DLR ALREADY FOR THIS CONCERN BUT IT WAS NOT DUPLICATED. HE ADVISED THAT AFTER IT SITS FOR A LONG PERIOD OF TIME THEN IT RELEASE. CUST IS SHAKING TO HAVE RESOLUTION TO HIS CONCERNS BEFORE CONTACTING AN ATTORNEY. CRM ADVISE CUST THAT WE NEED IT TO BE TOWED IN TO THE DLR. CRM ADVISED WOULD CONTACT SRV MGR TO ADVISE HIM OF THE SITUATION. CRM WILL FOLLOW UP WITH CUST ON 7/17/2001. KATHLEEN LINDER/PDX; 0; 364143737
2001-07-16

SRV ADVISOR STATED THAT SRV MGR IS NOT AVAILABLE IN FACT HE IS TALKING WITH THE CUST AT THIS TIME. SRV ADVISOR STATED THAT THE STEERING COLUMN IS LOCKED UP AT THIS TIME. CRM ADVISED TO CHECK FOR TSB ON CONCERNS BECAUSE I THINK THERE WAS SOMETHING PERTAINING TO CONDITION. HE ADVISED THAT THEY CAN CHECK IT OUT. CRM ADVISED THAT CUST HAS BEEN IN FOR CONDITION BEFORE SO MAKE SURE THAT WE LOOK AT THE VEH CARELY TO MAKE SURE THAT CUST DOES NOT COME BACK WITH SAME CONCERN. KATHLEEN LINDER/PDX; 0; 364150302
2001-07-17

CRM CALLED CUST LEFT MESSAGE FOR FOLLOW UP TO SEE IF DLR WAS ABLE TO CORRECT CUST CONCERNS. KATHLEEN LINDER/PDX; 0; 364227207
2001-07-17

CRM CALLED SRV MGR HE ADVISED THAT HE HAS NOT HAD A CHANCE TO FOLLOW UP IF I COULD CALL HIM
BACK HE LOOKED INTO IT. KATHLEEN LINDER/PDX; 0; 364227362
2001-07-17

CRM CALLED DLR SRV MGR LLOYD TRANSFERRED ME TO SRV ADVISOR JASON ADVISED THAT THEY ARE
PUTTING A PART IN STRERING COLUMN TO CORRECT CUST CONCERNS PER TAN ADVISED. KATHLEEN
LINDER/PDX; 0; 364242510
2001-07-24

CRM CALLED DLR FOUND THAT CUST VEH HAS BEEN REPAIRED LAST WEEK AND CUST HAS VEH BACK. CRM
LEFT MESSAGE FOR CUST TO CALL BACK AND INFORMED US IF VEH IS OPERATING FINE AT THIS TIME.
KATHLEEN LINDER/PDX; 0; 364850607
2001-07-26

cust called back and wishes to update file. cust sts that his veh seems to be repaired at
this time and seeks to have previous crm informed as such. crm advised cust as that crm will
notate the information in file. cust satisfied. case closed
Danny Reyna ATK CARS DRT; 0; 365007051

*****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: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Sterling Heights

MI

HOME PHONE:

CASE NUMBER: 1-123868804

VIN:

1G1YY1202Y5131417

MODEL YEAR:

2000

DATE OPENED: 2003-07-28

SERIES:

Corvette

DATE CLOSED: 2003-08-29

MILEAGE:

15000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Hamilton Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 5800 14 Mile Rd, Warren, MI, 48092-3199, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

steering column; ; 2003-07-28

2003-07-28

Call Svc. Mgr.; ; 2003-07-28

2003-07-28

1-123868804; ; 2003-07-28

2003-07-28

Call cust to advise; ; 2003-07-28

2003-07-31

1-123868804; ; 2003-07-31

2003-08-06

1-123868804; ; 2003-08-06

2003-08-06

Call cust to get update; ; 2003-08-06

2003-08-14

1-123868804; ; 2003-08-14

2003-08-14

Created: CAC_RS0006. SR#1-123868804; ; 2003-08-14

2003-08-14

submitting call_CAC letter for approval; ; 2003-08-18

2003-08-18

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-08-18

2003-08-18

Service Request has been Closed Satisfied.; ; 2003-08-18

2003-08-29

SR in Status of Closed has been Re-Opened by WILLIAMS; ; 2003-08-29
2003-08-29

received letter; ; 2003-08-29
2003-08-29

Service Request has been Closed Satisfied.; ; 2003-08-29

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

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

BODY TYPE:
TRIM:
TRANSMISSION:
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:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: 04861628 VIN: 1G1YY12G3K5108646
MODEL YEAR: 1999
DATE OPENED: 2001-07-10 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-07-16 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: GWATNEY CHEVROLET-OLDSMOBILE-ISUZU,
SRC PARENT: DEALER ADDRESS: 2000 COVINGTON PIKE, MEMPHIS, TN, 38128, USA

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

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

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

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify & Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

- * If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-2\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

cust states steering column is on the 1999 corvette is locked... cust states that dlr's in
area aren't able to look at veh until the earliest Friday... cust seeks assistance in the
cost of tow fees to purchasing dlr (Gwatney) who are located approx 85 miles from cust... crm
contacted Glen Sain Chevrolet and spoke with service manager, GS, who stated they are
unaware of the problem with corvettes steering column's locking and do not have the parts to
fix it, the earliest they would be able to see veh is Friday, and dlr has no loaners or
rental veh for cust... Crm also contacted Bob Churchill, spoke with service manager, Don D,
who stated the earliest they would be able to see cust is Monday... crm contacted roadside
assistance who stated they would only cover 20 miles of the towing fees... crm contacted
Gwatney, spoke with service manager, Don Kelley, who stated they could look at and repair

the veh within a day; they service corvettes often and are aware of this problem and the correction; stated he was...; 0; 363654309
2001-07-10

...afraid of damage that could potentially be done by another dlr who did not know what they were doing... crm sent in approval for AVM contact... crm set call back with cust 07-11-01... layne sale/cac/atx; 0; 363654386
2001-07-11

CUST CALLED INTO CAC SEEKING AN UPDATE = CRM CHECKED THE C/B DATE/TIME & FOUND THE PREV CRM HAS A C/B SET FOR THE CUST @ THIS TIME = CRM ADV THE CUST THE PREV CRM SHOULD BE CONTACTING W/ IN THE HOUR & IF SHE DOES NOT RECIEVE A C/B IN AN HOUR - CRM ADV THE CUST TO CALL CAC & REFER TO THE REQUEST # PER B/U = CUST OK'D & SATISFIED - STATED SHE WOULD LIKE THE PREV CRM TO CALL HER @ WORK @ :: [REDACTED] = CRM ADV WOULD DOC. = NO FURTHER ACTION FROM THIS CRM = DAVEKALLIO,CAC,CRM,PDX; 0; 363733787
2001-07-11

CUST CALLED LOOKING FOR UPDATE ON GETTING CAR TOWED, GETTING RENTAL. CRM REVIEWED FILE AND SAW AVM CALLED, BUT NO NOTES SHOWING AVM HAS CALLED BACK. CRM CALLED MEMPHIS DLR, 901-387-2000, TALKED TO DON KELLY WHO SAID THEY DID HAVE THE PARTS, BUT COULDN'T AUTHORIZE TOW SINCE CLOSER DLR. DON HAD NOT HEARD FROM REP. CRM ADVISED DON THAT A NEW CAMPAIGN WAS OUT WITH REPAIRS ON THE STEERING COLUMN, HE WAS NOT FAMILIAR WITH PARTS SHOWN, BUT HE SAID HE HAD NOT HAD ANY REPEATS ON REPAIRS THEY HAVE DONE ON COLUMN. DON SAID NOT TO ADVISE CUST OF CAMPAIGN, AS HE WOULD PROBABLY BE TRYING FOR REPURCHASE. DON SAID TO LET HIM WAIT UNTIL HE RECEIVED HIS RECALL. CRM TOLD CUST DON HAD NOT HEARD FROM AVM AND THIS CRM HAD NO WAY OF CHECKING IF HE HAD CALLED PREVIOUS CAC BACK. CRM ADVISED CUST WOULD SEND FILE BACK TO PREVIOUS CRM AND ADVISE HIM CUST WAITING FOR INFO ON RENTAL, TOWING AS THIS IS WIFE'S PRIMARY TRANSPORTATION. BARBARA FLEMING/PDX/CARS; 0; 363737485
2001-07-12

CUST STATES IS EXPECTING A CALL BACK FROM CRM SALEL, CUST SEEK AN UPDATE, CRM ADVISED CUST HE WILL BE FORWARDING A NOTIFICATION TO CUST, *****pPREVIOUS CRM PLEASE ADD INFO IN ADDITIONAL INFO, WE HAVE THE LEGAL OBLIGATION TO INFORM CUST OF ANY OPEN CAMPAIGNS, THIS IS PARTICULARLY IMPORTANT IF CONDITION EXISTS, CUST CAN BE CONTACTED EVEN IF YOU HAVE NOT REC'D NEWS FROM AVM, PLEASE DOCUMENT OPEN CAMPAIGN #*****
ADRIAN CARLO CAC/ATX; 0; 363796526
2001-07-12

CRM STATES DOCUMENTED FILE AS PER CAC GUIDELINES, CRM STATES FROM CONVERSATION WITH SVC MGR @ GWATNEY, SVC MGR STATES WE DONOT HAVE TO TELL THE CUST ABOUT ANY OPEN CAMPAIGN THAT GM CAN DO THAT THE WAY THEY HAVE ALWAYS DONE, CUST STATES WE NEED TO FIGUREOUT WHAT WE ARE DOING B/C WE HAVE NO CONSISTENCY, CRM STATES WE IN CAC DO HAVE THE LEGAL OBLIGATION TO INFORM THE CUST OF OPEN CAMPAIGNS
ADRIAN CARLO CAC/ATX; 0; 363798388
2001-07-12

CUST STATES HE IS SEEKING TO GET VEH INTO DLR GWATNEY, IN MEMPHIS, TN FOR REPAIR BUT CUST DOES NOT WANT TO PAY FOR TOWING OR REPAIRS SINCE HE IS UNDER WARRANTY & HAS EXTENDED SVC CONTRACT. CRM CALLED DLR GWATNEY SVC MGR DON KELLEY (901-387-2000) HAS TALKED TO FIVE CRMS TRYING TO GET THIS ISSUE RESOLVED FOR CUST & DLR SVC IS WILLING TO DO REPAIR ON SAME DAY VEH COMES IN BUT THE ISSUE IS A GEOGRAPHICAL PROBLEM IN THAT THIS DLR IS NOT THE CLOSEST DLR FOR TOWING VEH TO FOR REPAIR & CUST DOES NOT WANT TO PAY TOWING. CRM CALLED ROADSIDE ASSISTANCE ROB SET UP CASE #01101400 FOR CUST & ROADSIDE WOULD NOT CHARGE CUST FOR TOW TO DRL DELTA AUTO SVC IN DYKESBURG, TN WHO WILL HAVE PARTS & SVC TECHNICIAN TO REPAIR VEH ON MONDAY JULY 16, 2001 & CRM TO CALL CHEV ROADSIDE MONDAY 7/16 TO GET TOW & THEN CALL CUST AT WORK 573-695-2233 FOR TOWING TIME. CRM CALLED DRL DELTA AUTO SVC MGR JERRY WHO IS ORDERING PARTS FOR CAMPAIGN 01044 FOR CORVETTE ELECTRONIC COLUMN LOCK & WILL SET UP APPT FOR CUST FOR MONDAY 7/16/01 ** CONT **; 0; 363814673
2001-07-12

*** CONT *** TO REPAIR VEH UNDER CAMPAIGN 01044 & CUST IS SATISFIED. KATHY SAWYER/CRM/PDX/CAC; 0; 363814728
2001-07-12

CRM SENT ALARM TO PREVIOUS CRM LAYNE SALE TO NOTIFY OF WORK DONE ON THIS REQUEST. KATHY SAWYER/CRM/PDX/CAC; 0; 363815282
2001-07-16

CRM CALLED ROADSIDE ASST LELIA CASE #01110411 WHO ADV NEEDED CROSS STREET FOR TOWING LOCATION SO CRM CALLED CUST AT WORK 573-695-2233 & RECEPTIONIST ADV CUST OUT OF OFFICE & IS HAVING VEH TOWED NOW TO DLR SO CRM ADV RECEPTIONIST IF CUST STILL NEEDED ROADSIDE ASSISTANCE TO TOW VEH TO DELTA AUTO IN DYERSBURG, TN TO CALL CAC WITH REQUEST # GIVEN . KATHY SAWYER/CRM/PDX/CAC; 0; 364154689
2001-07-16

CRM REC'D ALARM TO CALL CUST SO CRM CALLED CUST AT WORK & CUST HAD ALREADY SENT TOW TO DLR DELTA & WHEN VEH GOT THERE DLR DELTA HAD TO ORDER PARTS & CUST GOT LOANER VEH & CUST WAS SATISFIED. KATHY SAWYER/CRM/PDX/CAC; 0; 364176740

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:

REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6414801	VIN Number:	1G1YY12G3X5110347
Date Opened:	4/22/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B08218	mileage:	30180
Address:	FULLER CHEVROLET GEORGINCON	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK STEERING INTERMITTENT

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/22/2003 15:57:20 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE STEERING WAS LOCKED

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

KENNY SAID THE STEERING WORKS FINE AT THIS TIME. KENNY SAID THEY HAVE DONE THE CAMPAIGN 01044A ON THIS CAR ALREADY. KENNY SAID THERE ARE NO CODES OR ANY MESSAGES THAT COME ON. KENNY CAN NOT DUPLICATE THIS CONCERN.

TAC RECOMMENDATION -

ADVISED TO

1 DUPLICATE THIS CONCERN BEFORE REPLACING ANY PARTS.

04/22/2003 15:57:20 HISTORY - ERMAN

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: MANDELL, BRIAN
ADDRESS: 14715 CROSS JUNCTION STREET, HOUSTON , TX 77084
HOME PHONE: 281-859-6515

CASE NUMBER: 05763796 VIN: 1G1YY12G3X5114186
MODEL YEAR: 1999
DATE OPENED: 2001-10-27 SERIES: UNKNOWN
DATE CLOSED: 2001-11-12 MILEAGE: 13320
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAC HAIR CHEVROLET
BRC PARENT: DEALER ADDRESS: 11711 KATY HWY, HOUSTON, TX, 77079, USA

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

T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	WHITE MAIL
M41 Steering Column/Lock/Attaching Parts	Other
1 REPAIR ATTEMPT(S)	LOCKED
850 Roadside Assistance Complaint	Customer Satisfaction
0 REPAIR ATTEMPT(S)	TOWING DELAY
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	RENTAL CAR
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	12/12,000 Smart Care

WHITE MAIL

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

CORR RECEIVED ADDRESSED TO R. WAGONER:
CUSTOMER STATES THAT HE GOT STRANDED ON THE ROAD AS THE STEERING COLUMN LOCKED. CUSTOMER STATES THAT HE CALLED ROADSIDE AND IT TOOK 2 HOURS FOR THE TOWING TRUCK TO GET THERE. CUSTOMER STATES THAT THE TOWING TRUCK COULD NOT TOW THE VEHICLE THEN SINCE THE CAR WAS PARKED BETWEEN CARS. CUSTOMER STATES THAT HE RENTED THE CHEAPEST CAR POSSIBLE AND THE TOW TRUCK HAD THE VEHICLE TOWED TO THE DEALERSHIP THE FOLLOWING MORNING. CUSTOMER STATES THAT HE DOES NOT UNDERSTAND WHY IT TOOK TWO HOURS FOR THE TRUCK TO GET THERE. CUSTOMER STATES THAT HE PAID \$35.00 A DAY FOR THE RENTAL, BUT HE ONLY RECEIVED REIMBURSEMENT FOR \$90.00. CUSTOMER SEEKS FOR COMMENTS TO BE ADDRESSED.
CRM ADVISED: WILL CALL CUSTOMER FOR MORE INFO. HELENE NEJDI.CAC.TPA.; 0; 99999
2001-10-27

CORRECTION: CRM FORWARDING TO EXEC CRM THOMAS. HELENE NEJDI.CAC.TPA.; 0; 373048785
2001-10-29

ASSIGNED TO GARY MCCUMBER, NO OTHER FILES LOCATED.; 0; 373237059
2001-10-29

*****Exec office
handling*****
Exec made call to cust to discuss his concern, had to leave voice mail asking him to give me a call.*****Gary
McCumber/Exec*****; 0; 373240527
2001-11-07

Exec received call back from cust who discussed his situation with Exec. Cust upset that tow took so long and the fact that after taxes and such he still had a rental bill of \$35.23 left over. Exec apologized for the inconvenience associated with him having to wait so long for the tow, advised cust that I would be more than happy to reimburse him for the extra rental charges AND offered a 12/12,000 Smart Care as apologetic gesture for him having to wait for tow twice for over 2 hours each time. Cust to call back with Vin so that I can process the goodwill.*****Gary
McCumber/Exec*****; 0; 373996502
2001-11-08

PRE-APPROVING GMPP SC 12/12/..VIN SEARCH COMPLETED..JOY NIXON-TAMPA APPROVAL GROUP; 0;
374118373
2001-11-09

FINAL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 374172539
2001-11-09

GMPP LETTER HAS BEEN REQUESTED/REFERENCE #562383 DNEWTON-TPA APPROVAL GROUP; 0;
374185201
2001-11-12

GMPP LETTER ON IT'S WAT RELEASED ON 11-12
PAMELA MOREAU/TPA; 0; 374440758

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE:
PURCHASE/LEASE: 0 PURCHASE/LEASE AM:
MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

November 9, 2001

[REDACTED]
Houston, TX [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Smart Care plan for your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY12G3X5114186, is for the following:

- 12 months or 12,000 miles, whichever occurs first
- A \$ 0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Daryl Newton
Customer Relationship Manager

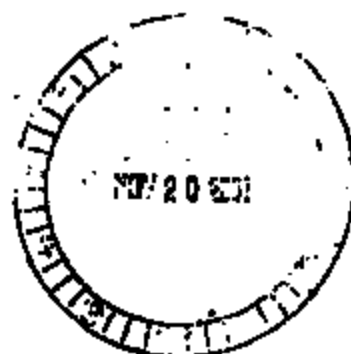
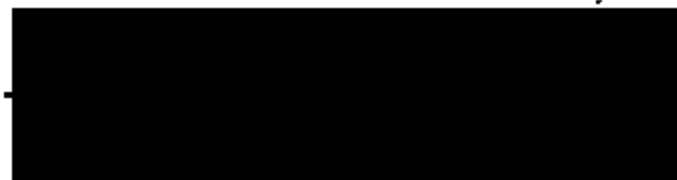
RS0011-T/pjm

GMPP REQUEST FOR PROCESSING

Corporation
Service Center

55

ached GMPP Contract Registration form:



Commercial Use: _____

PP: Maintain cust satisfaction

ur
ce

Circle one below)

Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

2G3X5114186

In-Service Date: 2-1-99 Mileage: 15,000

Information: (Circle one below)

GMC Truck - 5-81784

Oldsmobile - 3-88001

Chevrolet - 1-70011

Cadillac - 8-99080

9-81788

1 Type:

eed to: (Check one below)

pay for a new plan - no GMPP coverage currently

3w plan or upgrade; customer will pay total cost

pay for an upgrade; apply original coverage refund to Division making request

verage costs; refund original coverage cost to customer; see special instructions below

n-Transferable

new policy

ar code to Division code.

ep profit. Division is debited the dealer's profit.)

Gary M^c Cumber

PP Smart Care 12/12,000

for: Chris Webster Date: 11-8-01

615

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3252589	VIN Number:	1G1YY12G3X5118015
Date Opened:	6/1/1999	Model Year:	1999
Date Closed:	7/16/1999	Series:	Corvette
Dealer Code:	B15488	Mileage:	4922
Address:	SCOTT CHEVROLET INC EMMAUS	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCKED NO CODES

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/01/1999 15:18:28 SBD TEMPLATE - WEBSTER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

06/01/1999 15:18:28 HISTORY - WEBSTER TECHJOHN STATES THAT COLUMN LOCK LIGHT COMES ON DIC AND COLUMN WILL NOT UNLOCK AND NO CODES ARE IN BCM. STATES HE WENT OUT TO GET CAR AGAIN AND CONDITION WAS GONE.

TAC ADVISED TECH TO TRY TO INDUCE CONDITION AGAIN AND TO SEE IF HE HAS VOLTAGE AT 1804 AND GROUND AT 1803 TO SEE IF LOCK MOTOR IS JUST NOT

OPERATING PROPERLY. DEALER TO CALL WITH UPDATE.

07/19/1999 16:06:53 BRYANT

- DEALER SURVEY WAS PERFORMED

GM RESTRICTED

359729

CASE NUMBER: 03765353 VIN: 1G1YY12G3X5117993
 DATE OPENED: 04/09/01 MODEL YEAR: 99
 DATE CLOSED: 05/01/01 SERIES: CORVETTE HARDTOP
 SOURCE: YES MILEAGE: 20540
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 03765353 VIN: 1G1YY12G3X5117993
 DATE OPENED: 2001-04-09 MODEL YEAR: 1999
 DATE CLOSED: 2001-05-01 SERIES: CORVETTE HARDTOP
 SOURCE: Phone MILEAGE: 20540
 BRC TYPE: Yes DELIVERY DATE:
 BRC PART#: DEALER NAME: MAROONE CHEVROLET OF GREENACRES
 DEALER ADDRESS: 5757 LAKE WORTH RD, GREENACRES, FL, 33463, USA

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

T28 Possible Lemon Law	Other
4 REPAIR ATTEMPT(S)	BBB CASE
M41 Steering Column/Lock/Attaching Parts	Inoperative
4 REPAIR ATTEMPT(S)	STEERING LOCKS UP

ACTIVE BBB CASE CHV0160758 RECEIVED IN BRC

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

Voluntary Repurchase(PRA) Preliminary Repurchase Authorization forwarded to Repurchase CRM, Lavon Bronson see request #03765354 Sheila Moon/Tampa Workflow, 0, 357580645

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

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

359729

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

REC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

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

359729

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4916828	VIN Number:	1G1YY12G3X5118559
Date Opened:	6/23/2000	Model Year:	1999
Date Closed:	8/3/2000	Series:	Corvette
Dealer Code:	B15029	Mileage:	9991
Address:	FRED BEANS CHEVROLETDOYLESTOWN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK INTERMITTENTLY COLUM
RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/23/2000 08:34:13 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/23/2000 08:34:13 HISTORY - RADZIOCH

CUSTOMER CONCERN: COLUMN WON'T UNLOCK, INTERMITTENTLY

TECH DIAG: TECH STATES HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN,
LOOKING FOR INFO, PER PI.

ADVISED TECH: PER PI A000265,

T. A. S. FIELD REPORT
GM RESTRICTED

PAGE: 1

316782

CASE NUMBER: 4126327 VIN: 1G1FF12G3X5123048
DATE OPENED: 08/14/00 MODEL YEAR: 99
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 007652
CUSTOMER: ADDRESS: STATE: PA
HOME PHONE: BUS. PHONE:

SYMPTOM ABSTRACT---- COLUMN INOPERATIVE INTERMITTENT LOCK COLUMN L
RESOLUTION ABSTRACT--
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

08/14/2000 09:01:24 SED TEMPLATE - CIPOLLONE
STRATEGY BASED DIAGNOSTICS

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

08/14/2000 09:01:24 HISTORY - CIPOLLONE SERVICE MANAGER ED
REUNTON STS VEH WAS TOWED IN FOR STRG COLUMN WOULD NOT UNLOCK WITH NO
D.T.C.'S PRESENT. TECH OPERATED LOCK WITH TECH 2 AND SYSTEM OPERATION
RETURNED TO NORMAL. TECH QUESTIONS IF ANY KNOWN ISSUES EXIST REGARDING
CONCERN

T.A.C. ADVISED OF F.I. # A080265.

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS
(WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO
NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY,
YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING
KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM
FUSE TO CLEAR IT OUT OF FAIL SENSIBLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN
RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:MADISON HEIGHTS
MI

HOME PHONE:

CASH NUMBER: 04746000 VIN: 1G1YY12G3XS124135
MODEL YEAR: 1999
DATE OPENED: 2001-06-29 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-10-22 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ED RINKE CHEVROLET CO.
BRC PARENT: DEALER ADDRESS: 26125 VAN DYKE, CENTER LINE, MI, 48015, USA

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

M01 Steering General
1 REPAIR ATTEMPT(S)Other
STEERING LOCK HAD TO BE REPLACEDT44 Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)Customer Satisfaction
FOR BEING INCONVENIENCED

Letter Request

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

CUST STS THAT HE HAD BEEN OUT OF STATE AND HE HAD HIS STEERING WHEEL LOCK UP ON HIM AND SO HE HAD IT TOWED TO THE NEAREST DLR WHO DIAGNOSED THE VEH BUT DID NOT HAVE THE PARTS SO THE DLR CALLED ANOTHER DLR TWO HUNDRED AND FIFTY MILES AWAY AND THEY SAID THAT THEY COULD GET THE PART TO THEM IN TWO DAYS. BUT THE CUST STS THAT HE CALLED THE SECOND DLR WHO HAD THE PARTS AND THEY GUARENTEED THAT THEY WOULD KEEP THE PART FOR THEM AND HE DROVE THAT FAR IN A RENTAL VEH AND WHEN HE GOT THERE THEY DID NOT HAVE THE PART ANY LONGER AND SO HE HAD TO DRIVE ALL THE WAY BACK AND THE 1ST DLR HAD TO ORDER THE PART FROM A DIFFERENT DLR.

CUST SEEKS REIMB FOR THE GAS \$40-50+ DOLLARS.

CRM CALLED THE DLR WHERE HE HAD THE WORK PERFORMED AT BILL LEWIS AND THEY STS THAT THEY HAD CALLED THE DLR AND THEY HAD SAID THAT THEY HAD THE PARTS.

CRM REVIEWED WITH TM AND WE ARE GOING TO OFFER THE CUST A FREE OIL CHANGE.

CRM ADVED THE CUST OF THIS AND HE STS THAT THIS WILL SATISFY HIM AND HE APPRECIATES THAT.

THOMAS KOKINOS/PDX; 0; 362692805

2001-06-29

BUSINESS REASONS.

1. CUST WAS INCONVENIENCED FOR HAVING A BREAKDOWN OUT OF STATE.
2. CUST WAS INCONVENIENCED FOR HAVING TO DRIVE 500 MILES IN ONE DAY TO TRY AND GET PARTS FOR HIS VEH.
3. CUST HAD TO PAY FOR GAS ON THAT 500 MILES.
4. THIS WOULD SATISFY THE CUST.
5. THIS WOULD GET THE CUST IN THE DLR FOR MAINT WORK.

CRM VERIFIED THE CUST'S NAME AND ADDRESS AND GOT OVER THE SHOULDER APPROVAL FROM TM EILEEN ABBOTT.

THOMAS KOKINOS/PDX; 0; 362692922

2001-07-19

GL REVIEWED FILE AND IS SUBMITTING FOR FIRST APPROVAL. CINDY SLAGHT/GL/PDX/CARS; 0;
364410393

2001-07-23

GL FIRST APPROVING LOP AND SENDING FOR FINAL APPROVAL. GL PROVIDING FEEDBACK TO CRM ABOUT OPEN CAMPAIGN, THE OPEN CAMPAIGN ON CUST VEH SEEMS TO BE THE SAME CONCERN HE EXPERIENCED. SUMMER HAY/GL/PDX; 0; 364800429
2001-08-14

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 7/26/01 TO 29653 SHACKET MADISON HEIGHTS, MI. 48071.

JADA MEAD/GL/TL/CAC/PDX.; 0; 366682208
2001-10-22

CRM contacted cust and advised of campaign, cust states that is the reason for his initial contact to CAC was for, he was not aware of campaign however had experienced concerns with it previously

Kristy Wintermantel-cac-pdx; 0; 372616004

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

June 29, 2001

[REDACTED]
[REDACTED]
Madison Heights, MI [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

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

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change which includes an oil filter. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Thomas Kokinos
Customer Relationship Manager

RS0015-P

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

FORT MYERS

FL

HOME PHONE:

CASE NUMBER: 05696521

VIN: 1G1YY12G3X5124393

MODEL YEAR: 1999

DATE OPENED: 2001-10-16

SERIES: UNKNOWN

DATE CLOSED: 2001-10-16

MILEAGE: 21400

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: NO

DEALER NAME: BILL BRANCH CHEVROLET INC

BRC PARENT:

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

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Other
LOCKED UPS13 Reimbursement Requested
0 REPAIR ATTEMPT(S)Customer Satisfaction
ON 1 DAY RENTAL

CRM Instructions:

Please refer to Webknowledge Center-

[[Warranty Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/]]
Courtesy Transportation

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

CUST STATES THAT FRI NIGHT VEH HAD A STEERING WHEEL LOCK PROBLEM. CUST HAD TO GET A RENTAL FOR TRANSPORTATION. VEH WAS TOWED TO DLR BY SUPERIOR TOWING ON SAT MORNING. CUST PAID FOR RENTAL FOR 1 DAY, WHICH CAME TO \$56. CUST SEEKS TO BE REIMBURSED FOR RENTAL. CRM CONTACTED SVC MGR, SCOTT HENDRIX. SCOTT STATES THAT CUST NEEDS TO BRING IN ALL DOCS IN ORDER TO BE REIMBURSED. CRM ADVISED CUST TO TAKE DOCS TO DLR AND CUST WILL THEN BE REIMBURSED ONLY \$30. CUST UNDERSTOOD AND SATISFIED. JENNIFER GERDEMAN/FL PILOT/TAMPA; 0; 372116906

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Kissimmee

FL

HOME PHONE:

CASE NUMBER: 1-125671605

VIN: 1GLYY12G3X5132915

MODEL YEAR: 1999

DATE OPENED: 2003-08-01

SERIES: Corvette

DATE CLOSED: 2003-08-11

MILEAGE: 45000.00000000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: N/AYes

DEALER NAME: Ck Chevrolet Llc

SRC PARENT: 1705,USA
DEALER ADDRESS: 2500 N Orange Blossom Trl, Kissimmee, FL, 34744-

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

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

Inoperative

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

Steering Wheel Locked; ; 2003-08-01
2003-08-04

Ck Chevrolet Llc; ; 2003-08-04
2003-08-05

Follow up - Tow Cost; ; 2003-08-05
2003-08-06

Ck Chevrolet Llc - Dlr check on ph#; ; 2003-08-06
2003-08-06

Follow up; ; 2003-08-06
2003-08-07

Follow up; ; 2003-08-07
2003-08-08

Follow up; ; 2003-08-08
2003-08-08

Unable to contact letter; ; 2003-08-08
2003-08-08

Created: CAC_RS0006. SR#1-125671605; ; 2003-08-08
2003-08-08

Customer Unavailable/Unable to Contact, Call CAC; ; 2003-08-11
2003-08-11

Approved; ; 2003-08-11
2003-08-11

Service Request has been Closed Satisfied.; ; 2003-08-11

*****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: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIN:
TRANSMISSION:
VEHICLE DRIVEABLE:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

1-12271605

October 23, 2003

[REDACTED]
Kissimmee, FL [REDACTED]

Service Request: [REDACTED]

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Ismael Lebron-Bravo
Customer Relationship Manager

RS0006-T/

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Beaumont, TX

CASE NUMBER: 1-109611008 VIN: 1G1YY12G3Y5102962
MODEL YEAR: 2000
DATE OPENED: 2003-06-16 SERIES: Corvette
DATE CLOSED: 2003-06-24 MILEAGE: 31000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Beaumont Motor CO.
BRC PARENT: DEALER ADDRESS: 3855 Eastex Fwy, Beaumont, TX, 77704, USA

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

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

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

STEERING COLUMN LOCKED; ; 2003-06-16
2003-06-21

CRM WILL AWAIT HEARING FROM CUSTOMER/; ; 2003-06-21
2003-06-21

Service Request has been Closed Satisfied.; ; 2003-06-21
2003-06-23

SR in Status of Closed has been Re-Opened by MILLRICH; ; 2003-06-23
2003-06-23

steering lock actuator; ; 2003-06-23
2003-06-23

steering; ; 2003-06-23
2003-06-23

1-1096611008; ; 2003-06-23
2003-06-23

Service Request Ownership has changed FROM: ANLOAGUE TO: MILLRICH; ; 2003-06-23
2003-06-27

1-109611008; ; 2003-06-27
2003-06-24

actuator; ; 2003-06-24
2003-06-24

cust mother; ; 2003-06-24
2003-06-24

stalling concern; ; 2003-06-24
2003-06-24

cust mother; ; 2003-06-24
2003-06-24

steering; ; 2003-06-24
2003-06-24

cust mother; ; 2003-06-24
2003-06-24

steering; ; 2003-06-24
2003-06-24

veh sluggish; ; 2003-06-24
2003-06-24

steering; ; 2003-06-24
2003-06-24

bulletin; ; 2003-06-24
2003-06-24

steering; ; 2003-06-24
2003-06-24

steering; ; 2003-06-24
2003-06-24

Service Request has been Closed Satisfied.; ; 2003-06-24

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
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:

DATE:
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:

NAME :

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS.

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6614829	VIN Number:	1G1YY12G3Y5108345
Date Opened:	7/11/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B07722	Mileage:	48814
Address:	PLAINS CHEVROLET, LTAMARILLO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN KEY LOCK MOTOR COLUMN LOCK MOTOR INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/11/2003 12:43:01 SBD TEMPLATE - RICHARDSON

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)

AARON WILLIAMS TECH

CUSTOMER CONCERN -

STEERING COLUMN LOCKED UP AFTER AN ADDITIONAL KEY WAS CUT. THE KEYCUT WAS WRONG SO CUSTOMER REINSERTED ORIGINAL KEY AND THE COLUMN LOCKED. THE DIC DISPLAYED "WAIT 10 SECONDS - TRY AGAIN".

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

TECH CAN DUPLICATE CONDITION. NO CODES STORED. TECH CANNOT COMMAND COLUMN LOCK MOTOR WITH TECH 2. TECH CONNECTED A NEW COLUMN LOCK MOTOR AND HE CAN COMMAND IT. TECH CALLING TO ASK IF AN INCORRECT CUT KEY COULD CAUSE A COLUMN LOCK MOTOR FAILURE.

TAC RECOMMENDATION -

EA02-031 / GM22C

ADVISE TECH THAT AN INCORRECT CUT KEY WOULD NOT CAUSE THIS CONCERN.
07/11/2003 12:43:01 HISTORY - RICHARDSON

FIELD INFORMATION NETWORK DATABASE

Case ID:	0144A/2003/US
VIN Number:	1G1YY12G3Y5119969
Dealer Name:	
Dealer No:	
Work Order No:	
Miles / KM:	
Contact Name:	Personal Data Excluded
Phone Number:	Personal Data Excluded
Comments:	Vehicle Y5119969 Service Manager called to advise that the customer claimed vehicle locked while backing out of a parking space. Advised Service Manager that concern was actually a failure to unlock. Column lock had activated when ignition key was removed but could not engage because of the position of the lock plate. When car was started lock failed to retract, when the steering wheel was turned the lock pin aligned with an opening in the lock plate and engaged.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6656817	VIN Number:	1G1YY12G3Y5124038
Date Opened:	7/28/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B47062	Mileage:	28129
Address:	BRAEGER CHEV INC MILWAUKEE	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING COLUMN WILL NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/28/2003 17:05:46 SBD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY Pallen (TECH)

CUSTOMER CONCERN - THE STEERING COLUMN WILL NOT UNLOCK.

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

LARRY STS THE STEERING COLUMN WILL NOT UNLOCK.

TAC RECOMMENDATION -

1. ADVISE TO FOLLOW PI A000265.

1) CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.

2) CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE

THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE

THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU

MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY

STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM

FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.

EA02-031 / GM22C

Page 1 of 2

3) CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.

4) CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

2. CALL BACK WITH RESULTS. NICHOLS 40744

07/28/2003 17:05:45 HISTORY - NICHOLS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3868818	VIN Number:	1G1YY12G3Y5129241	
Date Opened:	9/6/2002	Model Year:	2000	
Date Closed:	11/5/2002	Series:	Corvette	
Dealer Code:	B15431	MBong:	13137	
Address:	CHEVROLET 73 INC. BERLIN	NJ	State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING AFTER CAMPAIGN 01044 AD

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/08/2002 12:37:05 SBD TEMPLATE - STRETLIEN

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) ROBERT CHEESMAN TECH

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED

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

TECH STATES, HAS PERFORMED CAMPAIGN FOR STEERING COLUMN 01044, MESSAGE STILL ON DIC AND COLUMN REMAINS LOCKED.

TAC RECOMMENDATION - TAC ADVISED TECH PER PI A001782

09/08/2002 12:37:05 HISTORY - STRETLIEN

11/05/2002 09:03:51 RICHARDSON - FAXED CLOSING

REPLACED BCM AND LOCK ACTUATOR.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

ALBUQUERQUE

NM

HOME PHONE:

CASE NUMBER: 04673525 VIN: 1G1YY12G4X5108767
MODEL YEAR: 1999
DATE OPENED: 2001-06-25 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-07-03 MILEAGE: 23000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: RELIABLE CHEVROLET INC
SRC PARENT: DEALER ADDRESS: 3655 S CAMPBELL, SPRINGFIELD, MO, 65807, USA

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

M41 Steering Column/Lock/Attaching Parts Other
3 REPAIR ATTEMPT(S) Steering column lock keeps locking up
TS7 Component Service Letter Customer Satisfaction
0 REPAIR ATTEMPT(S) 72/100, steering lock motor due to 3
failures of t

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 - (If damage, consider explaining the consumer's responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
 - (1st attempt - offer to coordinate repair at a dealership)
 - (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

Customer sent e-mail, kana case # 1240270, dated 06-23-01, as follows: Within a period of 1 year, I have had to get the column lock replaced on my Corvette 3 times. My most recent problem was today when it locked up again and the computer message came up "Service Column Lock". The last time I got it replaced was just 4 weeks ago on May 28th when it was replaced then. Is this a design problem with the Corvette. I've had to have my car towed each time and this is getting to be a major inconvenience to me. The last time, I was without my car for 3 days. Since it is now the weekend, I'm sure I will be without my car for a minimum of another 3 to 4 days. Please help, I don't want this to happen again. Customer Seeks:

repair of this problem. CRM advised: Dear [REDACTED]

Thank you for contacting Chevrolet. We are indeed sorry to hear of the problem you are experiencing with the column lock on your 1999 Corvette. I have documented your concern under file number C-04673525 so that we may investigate it for you. If you will provide us with the name of the dealer you are working with on this issue, we will be happy to contact them to review the situation and see if there is anything we can do to be of assistance.

You may also contact our Customer Assistance Center for assistance at 1-800-222-1020 Monday - Friday from 8:00 AM to 11:00 PM ET. Whether calling or e-mail, please refer to your file number above.

Thanks again for contacting Chevrolet.

Sincerely,
Suspending file pending receipt of information from customer. Michael Highlands/Tampa IRC;
0; 99999
2001-06-26

Customer sent e-mail, kana case # 1240270, dated 06-26-01, as follows: The dealership I bought the car from and the dealership to which I have brought my car to get it fixed twice for this problem is CASA Chevrolet, point of contact Richard Chavez, Service Consultant, 505/262-8634. The dealership that has my car right now is Reliable Chevrolet in Albuquerque, NM, phone number 505/897-6000. The CASA Corvette mechanic was on vacation at CASA so I had to bring it to Reliable.

Customer seeks: the repair of his vehicle. CRM advised: Called servicing dealer, spoke with Service Manager Jeff Beedol. The vehicle is there but has not yet been checked. They anticipate later today or early tomorrow before they can get to it with their current work load. CRM informed them that this is the 3rd time for this problem and they are aware of this having had a similar problem with another vette recently. They will be checking it thoroughly. CRM sent the following e-mail: ***con***; 0; 362426452
2001-06-26

con [REDACTED]

Thank you for getting back to me with the requested information. I have spoken with Jeff Beedol, the Service Manager at Reliable Chevrolet to review the situation. Due to their current work load they have not yet had the opportunity to examine your vehicle but they anticipate they will be able to get to it later today or early tomorrow. I have advised them that this is the 3rd time this problem has occurred and that you would like to avoid another recurrence. Of course we can not promise that any particular problem will not occur again but Mr. Beedol has been in contact with the dealers Technical Assistance Center about similar problems with other Corvettes and they will be looking at your vehicle very thoroughly and will do everything they can to insure that the problem is fully corrected.

con; 0; 362426478
2001-06-26

conAgain, your concern is documented in file number C-04673525. If you have any other questions or concern, please do not hesitate to contact us again. You may also contact our Customer Assistance Center at 1-800-222-1020 Monday - Friday from 8:00 AM to 11:00 PM ET and refer to your file number above. Of course you may also contact Mr. Beedol at the Reliable dealer for updates on the status of their repairs.

Thanks again for contacting Chevrolet.

Sincerely,
CRM closing file satisfied pending further contact from the customer.
Michael Highlands/Tampa IRC; 0; 362426519
2001-06-28

Customer sent e-mail, kana case # 1240270, dated 06-28-01, as follows: Mr. Highlands, I spoke with Mr. Jeff Beedol, Service Manager at Reliable Chevrolet when I picked up my car last night. He had no further information on why I am having this recurring problem with the column lock on my 1999 Corvette. I'm at somewhat of a loss as to where to go from here because it seems that the resolution this time is the same as it has been the previous two times and the last two occurrences happened within 4 weeks of each other. This latest occurrence caused me to be without my car for 5 days (Saturday through Wednesday) while a part was ordered and I queued up behind already scheduled work at the shop, to get my vehicle serviced. Again, I ask if there is a potential design flaw in this mechanism or if there is some other conceivable reason I have been the unfortunate victim of this recurring problem. ***con***; 0; 362599149
2001-06-28

conWhile I know you cannot guarantee that I will not have the problem again, it appears to me this failure rate is something that is out of the ordinary. Additionally, since my warranty protection on the car expires in February, 2002, I am concerned about not only the inconvenience of this happening again, but about the costs associated with fixing this problem out of warranty.

Customer Seeks: possible information on why this problem keeps occurring and on possible cost assistance outside of warranty. CRM advised: Called Reliable dealer, spoke with Service Manager who says the component replaced was the steering lock motor. Called the Casa dealer who confirmed that for the previous 2 times this problem occurred and was repaired there, it was also the steering lock motor that was replaced. CRM would like to offer a Component Letter for the Steering Lock Motor. TM and TL are not available to discuss this. Will suspend file pending consultation with one of them. CRM sent the ***con***; 0; 362601534
2001-06-28

confollowing e-mail. Dear [REDACTED]

Thank you for contacting Chevrolet. We do understand your concern in this matter. Unfortunately, our office is not technically equipped or informed to provide possible explanations for the repeat problems you have experienced with the steering column locking. Your dealer, who is so equipped and does receive bulletins about such matters would be able to advise you of any information that has been released to our dealers about this.

As for what will happen should this problem occur again outside of warranty, once your vehicle is outside of the New Vehicle Limited Warranty coverage period, Chevrolet does consider requests for cost assistance on a repair on a case by case basis. Some of the factors we consider in making this determination are: The age and mileage on the vehicle, the repair history of the vehicle, the repair history with the servicing dealer, whether or not the repair in question would have been covered under the warranty, the use to ***con***; 0; 362602178
2001-06-28

conwhich the vehicle has been put and the maintenance performed on the vehicle. In order for Chevrolet to consider cost assistance, the vehicle does need to be in a Chevrolet dealer with a completed diagnosis.

However, since this is the thirdtime this problem has occurred, I have been looking into what we can do to possibly provide you with a more definite answer than that. I have spoken with Mr. Beedol who says it was the steering lock motor which was replaced this time. I also spoke with the Casa dealer who says the steering lock motor was replaced for both your previous visits to them for this problem. I will continue to research this matter to see if there is anything we can definitely do to assist you should this problem occur again with the steering lock motor. I will e-mail you by noon tomorrow, June 29, with either an update or a resolution.

Again, your file number for this concern is C-04673525. If you have any other questions or concerns, please feel free to contact us again.***; 0; 362602218

2001-06-28

conYou may also contact our Customer Assistance Center at 1-800-222-1020 Monday - Friday from 8:00 AM to 11:00 PM ET. Thank you for your patience.

Sincerely,

CRM suspending file pending consultation with TM or TL concerning a component letter for the steering lock motor.

Michael Highlands/Tampa IRC; 0; 362602287

2001-06-28

CRM reviewed the customer's repair situation with Team Lead who agrees that a component letter for the steering lock motor for the maximum coverage period of 72/100 is appropriate in this case due to 3 repeat failures of this component while still under warranty. CRM e-mailed the customer with this offer as follows: Dear [REDACTED]

Thank you for your patience. As I said, I have been researching the matter of the steering lock motor for you. Because this same component has failed three times during your ownership of this vehicle, we do understand your concern about the possibility of future failures and we want to assure you that Chevrolet does not consider such a situation to be normal and we do apologize for this.

We would also like to offer you a component letter which would cover the steering lock motor against future failures for manufacturer's defects for a period of 72 months (6 years) from the warranty start date of February 12, 1999 or 100,000 miles, whichever comes first.

con; 0; 362607861

2001-06-28

conIf you would like to accept this offer, please e-mail your acceptance, reference your file number C-04673525 and we will process this component letter for you immediately.

Sincerely,

CRM suspending file pending contact from customer regarding the component letter offer.

Michael Highlands/Tampa IRC; 0; 362607910

2001-06-29

Customer sent e-mail, kana case # 1251138, dated 06-28-01, as follows: Thank you. I accept your offer, reference file number C-04673525. Customer Seeks: to accept the offer of the component letter for his steering lock motor. CRM advised; Processed request for component letter for the Steering lock motor for 72/100. Forwarding file to TM for review. CRM sent the following letter to the customer. Dear [REDACTED]

Thank you for getting back to me so quickly. I have processed the request for a component letter to cover the Steering Lock Motor on your 1999 Corvette for 72 months or 100,000 miles, whichever comes first, and submitted it. It should reach you within 2 - 4 weeks. If not, please contact me again or our Customer Assistance Center at 1-800-222-1020 so we can check the status of this letter.

Thanks again for contacting Chevrolet and for your patience in this matter.

Sincerely,

Forwarding file to TM

Michael Highlands/Tampa IRC; 0; 362671955

2001-06-29

Manager approves Component Letter coverage. Steve Johnson, TM/IRC/TPA; 0; 362693891

2001-06-29

PRE APPROVING COMPONENT LETTER ON STEERING LOCK MOTOR FOR 72/100 PER TM'S REQUEST....KARLA GRAY, GOODWILL LIAISON-TAMPA; 0; 362702332

2001-07-02

Liaison providing first level of approval for component letter coverage of the steering lock motor for 72 months/100,000 miles. Cookie McCormick/Goodwill Liaison/Tampa; 0; 362937975

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

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

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

June 29, 2001

[REDACTED]
Albuquerque, NM [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering lock motor on your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY12G4X5108767. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 12, 2005 or 100,000 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 item is covered:

Steering lock motor

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 1999 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,

Michael Highlands
Customer Relationship Manager

RS0025-T/kng

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

CHICKASHA

OK

HOME PHONE:

CASE NUMBER: 05987321

VIN: 1G1YY12G4X5110082

MODEL YEAR: 1999

DATE OPENED: 2001-12-06

SERIES: UNKNOWN

DATE CLOSED: 2001-12-06

MILEAGE: 20000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JOHN HOLT AUTO GROUP, INC.

BRC PARENT:

DEALER ADDRESS: 2501 HWY 81 S., CHICKASHA, OK, 73018, USA

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

M41 Steering Column/Lock/Attaching Parts
2 REPAIR ATTEMPT(S)Misaligned
LOCKEDC51 Windshield
1 REPAIR ATTEMPT(S)Water Leak
COMEBACK WORKMANSHIPA01 Open Campaign
0 REPAIR ATTEMPT(S)Product Campaign Claim
01044

Rental vehicle not available at dealership (Cadillac)

CRM INSTRUCTIONS:

CRM to document customer comments and contact dealership for further research. If a courtesy (rental) vehicle is not available, CRM to advise of the following: When an eligible vehicle is unavailable due to any warranty repairs, a customer may receive a rental reimbursement of their actual cost (based on paid receipts) up to a maximum of \$30 per day, or \$37 per day when a Cadillac rental is provided. Maximum vehicle rental reimbursement period is three (3) days, and \$111 per eligible warranty repair. Cadillac requires prior wholesale authorization for any rental four (4) or more days.

Please refer to [[PNP 1.4.14 RUN C:\Progra-1\Plus\1\Iexplore.exe
http://carsweb/webknowledge/manuals/pnp/1_4.pdf]] for alternate Transportation guidelines to determine whether customer qualifies and also to the [[Warranty Manual RUN C:\Progra-1\Plus\1\Iexplore.exe
<http://carsweb/webknowledge/Manuals/WarrantyManuals/Warranty%20Main.htm>]] under what is not covered.. "Expense due to loss of use of vehicle"

COMPLAINT

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

CUSTOMER STATES THE STEERING COLUMN LOCK HAS NOT BEEN REPAIRED SINCE SHE RECEIVED THE LETTER DUE TO PARTS DELAY. CUSTOMER WISHES TO PLACE A COMPLAINT. CRM ADVISED WILL DOCUMENT COMPLAINT. CRM CONTACTED DEBBIE FROM JOHN HOLT AUTO GROUP WHO STATED THEY WILLOFFER FREE OIL CHANGE WHEN VEHICLE IS READY TO BE PICKED UP. CUSTOMER STATED SHE WORKS ACROSS THE STREET AND SHE REQUESTED A CALL BACK TO INFORM OF POSSIBLE RENTAL CAR. CUSTOMER STATES SHE NEVER RECEIVED A CALLBACK FROM DLRSHP TO INFORM OF RENTAL WILL BE GIVEN. CUSTOMER WAS DISATISFIED. CRM CALLED AND MADE ARRANGEMENTS FOR DLR TO GIVE LOF WHEN VEHICLE IS READY WITHIN 1 HR//GRODRIGUEZ/AUSTIN/CARS; 0; 376502786

*****BAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:
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*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: 1 BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:CASE NUMBER: 05348336 VIN: 1G1YY12G4X5113502
MODEL YEAR: 1999
DATE OPENED: 2001-08-16 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-08-16 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) CAMPAIGN
A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 01044

Campaign Recalls performed at any Dealership

INFORM THE CALLER:

"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."

Campaign Recalls performed at any Dealership

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

CUST STATES THE STEERING COLUMN ON HIS 1999 CORVETTE LOCKED UP AND HE WAS WONDERING IF THIS HAPPENED ALL THE TIME. CRM ADVSD CUST THERE IS AN OPEN CAMPAIGN ON HIS VEH AND NEEDS TO TAKE THE VEH INTO THE NEAREST DLR. KEVIN ALLEN/CAC/PDX; 0; 366860026

*****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:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LIMON 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:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

188435
OP86581 PAGE #: 1
M41-018

CASE NO: 99-0452813
DATE OPENED: 08/11/1999
DATE CLOSED: 08/13/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1Y112G4K5114777
MODEL YR: 99
SERIES: YB CORVETTE
MILEAGE: 013000
STATE: FL
MILTON
BUS. PHONE: [REDACTED] EXT: [REDACTED]

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

081199*****

ORIGINAL OWNER CALLED REQUESTING CND TO REPURCHASE VEHICLE...
OWNER STATES VEHICLE HAS BEEN IN FOR REPAIR SEVERAL TIMES...
OWNER STATES TIRED OF HAVING TO TAKE VEHICLE TO DEALER...
CRM CALL LISTED DEALER...SERVICE MANAGER STATES VEHICLE HAS BEEN IN
FOR REPAIRS NUMEROUS TIMES...SERVICE MANAGER ADVISE CRM OF RO#S, DATE
DATES, MILEAGE, CONCERNS, AND REPAIRS...CRM THANKED SERVICE MANAGER...
SERVICE MANAGER THANKED CRM...CRM THANKED OWNER FOR HOLDING...OWNER
ADVISE CRM CAN'T HOLD ON ANY LONGER AND COULD CRM CALL BACK...OWNER
ADVISE CRM WORK [REDACTED]...CRM THANKED OWNER AND OWNER THANKED CRM
CRM...CRM CALL OWNER BACK AND ADVISE FILE # AND PURPOSE...CRM REVIEWED
WITH STEVE WYNN...STEVE ADVISE CRM TO CALL DEALER BACK AND ASK FOR
MORE INFORMATION FROM DEALER...CRM CALL SERVICE MANAGER ERNIE...SERVICE
MANAGER NOT AVAILABLE, BUT SERVICE ADVISOR JOE ADVISED CRM WIT
WITH INFORMATION...CRM THANKED JOE...JOE THANKED CRM...COM'T ON NEXT

081199===
COM'T...

***DATE RO# MILEAGE
062399 162470 10700

CUSTOMER CONCERN: HAS POWER BUT WILL NOT START, CAN TURN KEY BUT
STEERING WHEEL WILL NOT TURN.

DEALER REPAIR: 2 INTERMITTIN CODES, REPLACED BCM.

RO OPEN DATE: 062399 RO CLOSE DATE: 070799

EXPLANATION:

***DATE RO# MILEAGE
060299 160552 5010

CUSTOMER CONCERN: CAR STARTS AFTER A FEW FEET DIES, STEERING LOCKED
DEALER REPAIR: REPLACED STEERING COLUMN LOCK NOTCH MODUL AND HARVEST
RO OPEN DATE: 053199 RO CLOSE DATE: 060299

081199*****

***DATE RO# MILEAGE

***052699 160272 8979

CUSTOMER CONCERN: STEERING COLUMN WILL NOT LOCK.

DEALER REPAIR: TERMINAL AS BACKED OUT.

NO OPEN DATE: 052699 NO CLOSE DATE: 052699

***DATE RO# MILEAGE

***080499 168602 12870

CUSTOMER CONCERN: STEERING COLUMN LOCKED UP.

DEALER REPAIR: REPLACED REMOTE FUNCTION ACTUATION MODULE.

NO OPEN DATE: 080499 NO CLOSE DATE:

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

OT66581 PAGE #: 2

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

CODE # DESC	CODE COMMENTS
128 0	WANTS VEHICLE REPURCHASED CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Paramount

CA

HOME PHONE:

CASE NUMBER: 1-14208610

VIN: 1G1YY12G4X5120689

MODEL YEAR: 1999

DATE OPENED: 2002-07-08

SERIES: Corvette

DATE CLOSED: 2003-08-11

MILEAGE: 73869.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: George Chevrolet.

BRC PARENT:

DEALER ADDRESS: 17000 S Lakewood Blvd, Bellflower, CA, 90706-

5594, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Cust call vehicle concern; ; 2002-07-08

2002-07-08

Service Request has been Closed Satisfied.; ; 2002-07-08

2002-07-08

Veh tow; ; 2002-07-08

2002-07-08

Rd side assistance; ; 2002-07-08

2002-07-08

Service Request Ownership has changed FROM: GONECON TO: MUKENDIT; ; 2002-07-08

2002-07-08

SR 1-14208610 towing corvette; ; 2002-07-08

2002-07-08

Service Request has been Closed Satisfied.; ; 2002-07-08

2003-08-11

SR in Status of Closed has been Re-Opened by JOHNSNJA; ; 2003-08-11

2003-08-11

01041 Repair failed; ; 2003-08-11

2003-08-11

Cust seeks REIN; ; 2003-08-11

2003-08-11

Srv Mgr Mark Bonilla; ; 2003-08-11

2003-08-11

Service Request has been Closed Satisfied.; ; 2003-08-11

*****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: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5083394	VIN Number:	1G1YY12G4X5122376
Date Opened:	9/28/2001	Model Year:	1999
Date Closed:	11/12/2001	Series:	Corvette
Dealer Code:	B05393	Mileage:	37503
Address:	H & H CHEVROLET COMPOMAHA	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN COLUMN LOCK A001782

RESOLUTION ABSTRACT- MAIN BODY WRG REP

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/28/2001 16:14:13 SBD TEMPLATE - SHEPHARD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

Y CAMPAIGN 01044_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/28/2001 16:14:13 HISTORY - SHEPHARD DLR (TROY) STATES THE
VEHICLE HAS A COLUMN LOCK MESSAGE AFTER CAMPAIGN 01044 WAS PERFORMED.
LOCK WILL NOT RELEASE. DLR CALLED FOR INFO.

TAC ADVISED DLR OF P/I A001782.

2. "SERVICE COLUMN LOCK" MESSAGE APPEARS AFTER THE CAMPAIGN:

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 A6).

2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR BYPASS LATCH RELAY ON A/T)

2C. BLOWN BCM FUSE AS A RESULT OF NOT FOLLOWING THE CAMPAIGN STEPS PROPERLY.

2D. JUMPER WIRE (.8 PPL 1804) NOT INSTALLED INTO BCM CONNECTOR CAVITY A6.

2E. FAILING TO DISCONNECT THE BATTERY (STEP 1....)

2F. BCM FUSE 25 CAN BE PULLED FOR 15 SECONDS.

DLR TO CALL WITH RESULTS

11/12/2001 10:22:55 CRUMB - FAXED CLOSING

03/14/2002 10:29:11 NICHOLS -

*****DEALER CONTACT NAME AND POSITION*****

TROY SOE (TECH) CALLED CUSTOMER ALLEGE THE STEERING COLUMN LOCK MESSAGE CAME ON. TOW TRUCK DRIVER STARTED VEHICLE DID NOT SEE THE LAMP DROVE VEHICLE ON TO THE TRUCK. TROY STS HAS NOT DUPLICATE THE CONDITION AND CLEAR SOME HISTORY CODE IN DIFFERENT MODULE AND THEY HAVE NOT RETURNED. TROY CALLING FOR INFO ON PI A001328, A000285, AND A001782. TROY STS THE CAMPAIGN BEEN DONE AND THE RELAY BEEN REPLACE.

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

4

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

6

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG

TAC ADVISED DLR OF P/I A001782.

*****NEW RECOMMENDATIONS*****

1. READ THE THREE PI TO TROY.

EA02-031 / GM22C

2. ADVISE TO DUPLICATE THE CONDITION BEFORE ANY PARTS ARE REPLACED.
3. CHECK GROUNDS AT THE A PILLARS FOR BEING CLEAN AND TIGHT.
4. CHECK THE IGNITION SWITCH CONNECTION.
5. CALL BACK WITH RESULTS. NICHOLS 40744

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

WILMETTE, IL

CASE NUMBER:	05258784	VIN:	1G1YY12G4X5125231
DATE OPENED:	2001-08-09	MODEL YEAR:	1999
DATE CLOSED:	2001-08-09	SERIES:	CORVETTE HARDTOP
SOURCE:	Phone	MILEAGE:	15000
ERC TYPE:	No	DELIVERY DATE:	
ERC PARENT:		DEALER NAME:	
		DEALER ADDRESS:	

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

T49 Technical Question
0 REPAIR ATTEMPT(S)Other
STEERING COLUMN LOCKEDM41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
STEERING COLUMN SERVICE LIGHT

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.

Technical Information

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

CUST STATED THAT WHEN HE CAME OUT TO AND STARTED HIS VEH THE STEERING COLUMN SERVICE LIGHT CAME ON. STATED THAT THE VEH WILL START BUT THE STEERING WHEEL IS LOCKED AND SEEMS TO KNOW WHAT COULD BE THE PROBLEM... CRM REVIEWED OWNERS MANUAL AND FOUND NO INFO ON THE STEERING COLUMN. CRM THEN ADVISED THE CUST THAT THE VEH WOULD NEED TO BE TAKEN TO THE DLR AND OFFERED TO TRANSFER THE CUST TO ROADSIDE ASSIST... CUST DECLINED AND STATED THAT HE KNOWS WHAT NUMBERS TO CONTACT OTHER PEOPLE FOR ASSIST... RICK LOY/PDX/CAC; 0; 366231187

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

*****FAX INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

NEW CANAAN

CT

HOME PHONE:

CASE NUMBER: 04262633

VIN: 1G1YY12G4K5131465

MODEL YEAR: 1999

DATE OPENED: 2001-05-21

SERIES: CORVETTE HARDTOP

DATE CLOSED: 2001-05-21

MILEAGE: 16000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BANKS CHEVROLET-CADILLAC-OLDSMOBILE

BRC PARENT:

DEALER ADDRESS: 137 MANCHESTER ST., CONCORD, NH, 03301, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCKED

A12 Miscellaneous - Not Classified

Other

0 REPAIR ATTEMPT(S)

WANTS RENTAL OR VEH TOW

CRM Instructions:

Please refer to Webknowledge Center-

[[Warranty Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe

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

Courtesy Transportation

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

CUST STATES STEERING WHEEL COLUMN LOCKED UP ON CORVETTE WHILE OUT OF CITY. CUST STATES CALLED ROADSIDE ASSISTANCE AND WAS TOWED TO NEAREST DLRSHIP, BANKS IN CONCORD AT 603-224-4055. CUST LIVES IN NEW CANAAN AND WANTS VEH EITHER TOWED TO THE KARL AT [REDACTED] OR GET A RENTAL CAR. CRM CONTACT BANKS, SPOKE WITH SVC ADV, RICK MOORE, HE STATED THAT VEH HAS BEEN THERE FOR 2 WEEKS AND IS READY AND SVC MGR IS ON ROAD TEST. CUST STATES THAT IT IS 3 1/2 HOURS AWAY. CUST SEEKS RENTAL OR TOWING OF VEH. CRM ADV CUST WILL CALL BACK AS SOON AS CRM GETS ANSWER. CRM WILL CALL BACK DLRSHIP IN 10 MINUTES. JESSICA GARCIA/ATK; 0; 359317485
2001-05-21

CRM ATTEMPTED TO CONTACT SVC MGR, MICHAEL BUT HE STEPPED OUT AGAIN AND WILL CALL BACK IN 15 MINUTES TO SEE IF WE CAN ASSIST CUST ON BRIDGING VEH TO CUST OR REIM ON RENTAL. CUST IS STILL IN WNTY UNTIL 7/01 AND DOES HAVE EXTENDED WNTY, MAGOR GUARD JESSICAGARCIA/ATK; 0; 359318177
2001-05-21

CRM ATTEMPTED TO CALL SVC MGR, BUT HE WAS NOT THERE. CRM LEFT VOICE MESSAGE FOR HIM TO CALL BACK IN AND GAVE FILE #. IF MGR, DOESN'T CALL BACK IN, CRM WILL CALL AT 1:45 CENTRAL TIME. JESSICA GARCIA/ATK; 0; 359322449
2001-05-21

CRM CONTACTED SVC MGR, MICHAEL AT BANKS CHEV, HE STATED THAT WE MAY WANT TO CONTACT SVC DLRSHIP TO SEE IF THEY WILL GIVE HIM A RENTAL. CRM CONTACTED SVC MGR, MICHAEL AND THE KARL CHEV, HE STATED THAT YES HE WOULD GIVE RENTAL BUT HE HAS NO PART IN THAT. CRMADV HIM THAT VEH IS IN CONCORD AND CUST IS IN NEW CANAAN AND WANTS A ONE WAY RENTAL TO CONCORD TO PICK UP VEH. MICHAEL STATED FOR CUS TTYO CALL HIM. CRM CONTACTED CUST AND RELATED INFO. NO FURTHER ASSISTANCE. JESSICA GARCIA/ATK; 0; 359331387

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

PAK NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BHC WARRANTY DATE:
NADA: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Four Oaks

NC

HOME PHONE:

CASE NUMBER: 1-106709008

VIN: 1G1YF12G4Y5122007

MODEL YEAR: 2000

DATE OPENED: 2003-06-06

SERIES: Corvette

DATE CLOSED: 2003-06-06

MILEAGE: 30000.00000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/AYes

DEALER NAME: Paul Berry Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 1800 S Tarboro St, Wilson, NC, 27893-3440, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering column Locked up; ; 2003-06-06

2003-06-06

steering column; ; 2003-06-06

2003-06-06

svc jeff Lucas; ; 2003-06-06

2003-06-06

svc Jeff Lucas , svc mgr; ; 2003-06-06

2003-06-06

Service Request Ownership has changed FROM: TEMPTOLM TO: KLENPD; ; 2003-06-06

2003-06-06

Service Request has been Closed Satisfied.; ; 2003-06-06

*****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:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DID OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4742913	VIN Number:	1G1YY12G5X5104209
Date Opened:	5/16/2001	Model Year:	1999
Date Closed:	8/16/2001	Series:	Corvette
Dealer Code:	B10530	Mileage:	27232
Address:	LEN LYALL CHEVROLET, AURORA	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING INTERMITTENT WON'T UNLOC

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

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/16/2001 12:45:59 SBD TEMPLATE - CIARKOWSKI

STRATEGY BASED DIAGNOSTICS

1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

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

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

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

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

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

05/16/2001 12:45:59 HISTORY - CIARKOWSKI

CALLER:

7 PETE KARUBUS SM

CONCERN:

7 STEERING COLUMN LOCK WOULD NOT UNLOCK

7 SERVICE STEERING COLUMN MESSAGE ON THE DIC

DIAGNOSTICS PERFORMED:

7 CONCERN IS NOT PRESENT NOW

7 NO DTC STORED IN THE VEHICLE

TAC RECOMMEND:

7 A000266- STEERING COLUMN LOCK ACTUATOR ADDITIONAL DIAGNOSTICS 97-00 YB

USE ADDITIONAL DIAGNOSTICS BEFORE PARTS REPLACEMENT

7

"WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 99 YB SERVICE MANUAL ON PAGE 2-88 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.**
- 2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM."**

06/01/2001 10:08:32 RATHKA

- DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Somerset , NJ

CASE NUMBER: 1-134022103 VIN: 1G1YY12G5X5109880
MODEL YEAR: 1999
DATE OPENED: 2003-08-25 SERIES: Corvette
DATE CLOSED: 2003-08-28 MILEAGE: 38000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME: Global Motors Corp.
BRC PARENT: DEALER ADDRESS: 1099-1155 Rte 22 West, North Plainfield, NJ, 07060-1305,

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

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

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

RPI recall; ; 2003-08-25
2003-08-25
Service Request Ownership has changed FROM: TEMPHILL TO: BURNSCL; ; 2003-08-25
2003-08-25
steering wheel lockup; ; 2003-08-28
2003-08-25
svm name; ; 2003-08-25
2003-08-25
AVm contact; ; 2003-08-25
2003-08-26
svm cb; ; 2003-08-26
2003-08-27
Reimbursement; ; 2003-08-27
2003-08-27
BR# 1-134022103 Please contact cust; ; 2003-08-28
2003-08-28
vin #, repair update; ; 2003-08-28
2003-08-28
voice mail; ; 2003-08-28
2003-08-28
Cust seeking Wrking CRM; ; 2003-08-28
2003-08-28
update; ; 2003-08-28
2003-08-28

Dissat; ; 2003-08-28
2003-08-28

Service Request has been Closed Satisfied.; ; 2003-08-28
2003-08-28

SR in Status of Closed has been Re-Opened by JACKSONJ; ; 2003-08-28
2003-08-28

customer called seeking small claims defendant name; ; 2003-08-28
2003-08-28

customer called in, relose dissat.; ; 2003-08-28
2003-08-28

Service Request has been Closed Dissatisfied.; ; 2003-08-28

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SARASOTA, FL

CASE NUMBER: 02202137 VIN: 1G1YY12G5X5111337
MODEL YEAR: 1999
DATE OPENED: 2000-11-09 SERIES: NOT FOUND
DATE CLOSED: 2000-11-09 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SUNSET CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 910 TRAFFIC AVE., SUMNER, WA, 98390, USA

*****GENERAL CASE INFORMATION*****

M02 Steering Linkage/Component Parts Inoperative
0 REPAIR ATTEMPT(S) STEERING COL LOCKED....

T04 General Information Customer Satisfaction
0 REPAIR ATTEMPT(S) REFERRED TO ROADSIDE ASSIST

ROADSIDE ASSIST NEEDED

*****WORK HISTORY*****

CUST STATED HE'S @ A GAS STATION WITH VEH. CUST STATED HE PULLED IN & TURNED OFF VEH TO GO INSIDE FOR A SNACK. CUST STATED WHEN HE RETURNED TO VEH, HE HAD DIFFICULTY STARTING IT & WHEN HE DID HE RECV'D MSG THAT SERVICE STEERING COLUMN LOCKED. CUST STATED HE IS 2ND OWNER. CUST SEEKS ASSIST. CRM ADV'D THAT CAC HAS NO TECH ASSIST. CRM ADV'D CUST THAT ROADSIDE ASSIST WOULD BE BEST TO ASSIST IN GETTING VEH TO LOCAL DLRSH. CRM 3WAY'D CUST TO MELANIE@ ROADSIDE ASSIST. ROADSIDE ASSIST TICKET# 00617661. CRM PROVIDED VIN, NAME, PHONE# & ADDRESS TO MELANIE BE4 BRINGING CUST ON LINE. CUST IS 40 MILES FROM HOME. NO FURTHER ACTION NEEDED FROM CAC AT THIS TIME. PAULA ABATO-PDX; 0; 342664595

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

TORRANCE, CA

CASE NUMBER: 05764801 VIN: 1G1YY12G5X5115467
MODEL YEAR: 1999
DATE OPENED: 2001-10-29 SERIES: UNKNOWN
DATE CLOSED: 2001-11-01 MILEAGE: 49093
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MARTIN CHEVROLET
BRC PARENT: DEALER ADDRESS: 23505 HAWTHORNE BLVD, TORRANCE, CA, 90505, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) REPLACED

COMPLAINT

*****WORK HISTORY*****

CORR RECEIVED - CUST STATES ON CORRESPONDENCE THAT HE JUST RETURNED FROM THE EAST COAST AND DID HAVE A PROBLEM WITH THE STEERING WHEEL LOCK UP, IN WHICH HE HAD IT REPAIRED. CUST SAYS THAT HIS CONCERNS WAS THAT THE REPAIR INVOLVED REPLACEMENT OF SOME PARTS AND WANTED TO KNOW IF THE PARTS THAT WERE REPLACED WERE THE SAME ONES IN THE RECALL. CUST SEEMS TO KNOW IF HE CAN GET REIMBURSED FOR THIS REPAIR. CRM WILL CALL THE CUST ON TUESDAY. KRISTIE HARDCASTLE
- CORR TAMPA; 0; 99999
2001-11-01

CRM CALLED THE CUST TO TALK WITH HIM ABOUT HIS CONCERNS HOWEVER HE WAS NOT AVAILABLE. CRM LEFT MESSAGE ON MACHINE ASKING HIM TO PLEASE CALL CAC SO THAT WE CAN FURTHER ASSIST. ANY CRM CAN ASSIST. KRISTIE HARDCASTLE - CORR TAMPA; 0; 373482428
2001-11-01

cust called in stating had concerns as to whether or not his father's letters had been rec'd. caller states that they are concerned that the parts used to fix a steering wheel issue are the same parts involved in a campaign. crm advd cust to consult with a gm dlr for that technical info. crm advd cust of 2 open cams on the veh - 00034, & 01044. callers states he will advs his father of the issues and they will take veh into a dlr to have concerns resolved. cust satisfied. crm closing file satisfied. rebecca welsh/pdx/cac; 0; 373499524

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLIED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

Please return to



Central Office
General Motors Division
General Motors Corporation
100 Renaissance Center Box 100 Detroit, MI 48265-1000



057451801

10-7-01

Dear Corvette Maker

I sent off a letter in response to the enclosed correspondence sent in July. I had just returned from the East Coast and did have a problem with the steering wheel lockup and had it repaired there. My concern was that the repair involved replacement of some parts and I wanted to know if the parts replaced were the upgraded repair noted in your letter - if they were not then I would have brought my letter to the dealer - all it required was a letter or some kind of response from you to reinforce my opinion in that the NC as being OK. Why haven't you responded? I am irate Corvette owner

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



C01044
July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. ~~Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.~~

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.

Wayne

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. Deaf, hearing impaired or speech impaired call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones TDD/TTY).

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your Corvette and with Chevrolet.

Chevrolet Motor Division
General Motors Corporation

Enclosure



010441G1YY1205X2115487

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4874339	VIN Number:	1G1YY12G5X5122743
Date Opened:	7/11/2001	Model Year:	1999
Date Closed:	8/27/2001	Series:	Corvette
Dealer Code:	B14101	Mileage:	14632
Address:	NORTHERN NECK CHEVROMONTROSS	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK INOP

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/11/2001 11:10:16 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N__ (Y/N) CAN COMPLAINT BE DUPLICATED

N__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y__ (Y/N) ARE THERE ANY DTC'S

N__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/11/2001 11:10:16 HISTORY - WILSON

CONCERN:

TECH STS VEHICLE CAME IN WITH THE OWNERS CONCERN OF THE STEERING COLUMN WOULDN'T UNLOCK.....

DIAGNOSIS:

TECH STS HE CANNOT DUPLICATE THE CONCERN AND STS HE WOULD LIKE THE INFO FROM PI A000285

ADVISED TECH OF THE ADDITIONAL DIAGNOSTICS FROM PI A000265

07/18/2001 15:16:46 ZAJECHOWSKI

*****DEALER CONTACT NAME AND POSITION*****

HERBERT PUGH TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

3

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES ADDITIONAL DIAG WAS PERFORMED AND G201 AND 202 WERE INSPECTED
KEY STATUS , IGNITION SWITCH CONNECTIONS , AND RELAYS ARE OPERATING. TECH
STATES CUSTOMER RETURNED WITH SAME CONCERN.

*****NEW RECOMMENDATIONS*****

ADVISED:: TECH THAT THIS VEHICLE HAS CAMPAIGN 01044 THAT APPLIES TO THIS
CONCERN AND NEEDS TO BE PERFORMED.

08/27/2001 11:05:07 DINEEN - DLR FAXED IN C.C. INFO AS THEY
PERFORMED THE CAMPAIGN 01044.

NORMAL OPERATION AFTER THAT.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Wichita , KS

CASE NUMBER: 1-99650022 VIN: 1G1YY12G5Y5102848
MODEL YEAR: 2000
DATE OPENED: 2003-05-15 SERIES: Corvette
DATE CLOSED: 2003-05-28 MILEAGE: 40000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Joe Self Chevrolet, Inc
BRC PARENT: DEALER ADDRESS: 8801 E Kellogg, Wichita, KS, 67207, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

veh concern; ; 2003-05-15
2003-05-15

veh concern; ; 2003-05-15
2003-05-16

follow up; ; 2003-05-28
2003-05-15

status; ; 2003-05-28
2003-05-27

Service Request Ownership has changed FROM: WALTONC TO: JBRATH; ; 2003-05-27
2003-05-28

Service Request has been Closed Satisfied.; ; 2003-05-28

*****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: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID: ,
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5861958	VIN Number:	1G1YY12G6Y6102848
Date Opened:	9/4/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B05786	Mileage:	32448
Address:	JOE SELF CHEVROLET IWICHITA	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STEERING WHEEL WILL STAY LOCKED INTE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/04/2002 14:23:18 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)MANNY ROBLES (TECH)

CUSTOMER CONCERN -STEERING STAYS LOCKED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

OTHER DLR HAS DID 01044 RELAY AND HARNESS AND NOW HAS THE INTERMITTENT STEERING WHEEL WILL LOCK CONCERN. DLR CANT GET IT TO STICK.

TAC RECOMMENDATION -DLR HAS NOT BEEN ABLE TO DUP THIS CONCERN. DLR TO TRY AND DUP THIS CONCERN AT THIS TIME. IF IT WILL STICK DLR TO TRY A ELC RELAY. DLR TO ADV WW

09/04/2002 14:23:18 HISTORY - WILSON

09/04/2002 17:09:26 LESZCZYNSKI - CALLED IN CASE CLOSING NO

REPAIR INFORMATION

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Pembroke Pines

FL

HOME PHONE:

CASE NUMBER: 1-138569726

VIN:

1G1YY12G5Y5103935

DATE OPENED: 2003-09-08

MODEL YEAR:

2000

DATE CLOSED: 2003-09-09

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

29000.0000000

ERC TYPE: N/ANO

DELIVERY DATE:

DEALER NAME: Kelley Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 601 N Federal Highway, Hallandale, FL, 33009-2406,

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

*****WORK HISTORY*****

Steering wheel locked; ; 2003-09-08

2003-09-08

call dlr; ; 2003-09-08

2003-09-08

call cust 954-646-5866; ; 2003-09-08

2003-09-09

Call Dlr; ; 2003-09-09

2003-09-09

call cust cell 954-646-5866; ; 2003-09-09

2003-09-09

call dlr; ; 2003-09-09

2003-09-09

call cust; ; 2003-09-09

2003-09-09

Service Request has been Closed Satisfied.; ; 2003-09-09

*****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:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

+ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SLIDELL, LA

CASE NUMBER: 04723974 VIN: 1G1YY12G5Y5125160
MODEL YEAR: 2000
DATE OPENED: 2001-06-28 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-06-28 MILEAGE:
SOURCE: E-Mail DELIVERY DATE:
ERC TYPE: No DEALER NAME:
ERC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKED UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CUST SENT IN E-MAIL. KANA CASE 1249728 DATED 06-27-01 AS FOLLOWS: As you know, C5 Corvettes have a problem with the steering column lock malfunctioning and leaving owners stranded. I know of several owners affected, and they have had to have their cars towed. GM has known about this problem yet refuses to issue a recall and fix the potential problem; they are handling each one individually since it may be more cost-effective than issuing a general recall.

My main concern is that I don't want to be far from home or in a bad section of town when this happens to me which would then leave me stranded.

Questions:

1. If you have known about this since 1997, why haven't you addressed the issue?
2. The aftermarket has responded with a steering column lock bypass - will you authorize a dealer to install it without voiding the warranty on the vehicle?

3. Why have you eliminated the steering column lock on 2001 automatics but not on the manual transmission models?

I hope you address this very real issue. Since GM has not addressed the issue, I have decided not to buy any more GM products until you do so.

I think that in view of what is happening to Ford/Firestone at present, and the destruction of public trust in the automotive industry that is resulting from this debacle, and the consequent large number of spillover lawsuits that will surely result from failures to deal with known gross product defects, you are making a sizable error in refusing to provide an upgraded part to a vehicle that needs attention. I had this problem happen to me a couple of weeks ago, and it almost prevented me from supporting my sister in person at the Miss Louisiana pageant. It also cost me a sick day at work. I know you people can solve this problem with minimal effort. Please do so and take responsibility for inconveniencing your loyal customers.

CRM REPLIED: Thank you for your e-mail. I apologize for the delay of this response. I am also sorry to hear about the concern that you are having with your Corvette.

As part of our theft deterrent system General Motors has electronic column locks on certain Chevrolet Corvette models. The electronic column lock prevents the rotation of the steering wheel after the ignition key has been removed, and unlocks the column rotation when the vehicle is started.

GM has received some reports of the steering column failing to unlock upon vehicle start up. When this occurs, other safety systems prevent the vehicle from being driven. GM has worked diligently to improve the reliability of this system. Corvettes currently being produced with the electronic column locks have a satisfactory performance.

GM previously investigated complaints of steering column lock-up while vehicles were being driven. In every investigated incident, no evidence was found to support the complaint.

The National Highway Traffic Safety Administration investigated the issue and closed its investigation.

Corvette customers who experience steering column failure to unlock on start up can have the electronic column lock checked by their Chevrolet dealer and possibly replaced with an enhanced reliability component.

I hope that this answers your questions. Please do not hesitate to e-mail us again if you have further concerns or questions. You may also contact our Customer Assistance Center at 1-800-222-1020. They are available to assist you Monday thru Friday from 8 a.m. until 11 p.m. Eastern Standard Time.

Thank you for contacting Chevrolet.

BREE MCARTHUR/IRC; 0; 99999

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

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:

*****ADE INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION BOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

MISSOURI CITY

TX

HOME PHONE:

CASE NUMBER: 05153659

VIN: 1G1YY12G6X5109175

DATE OPENED: 2001-08-01

MODEL YEAR: 1999

DATE CLOSED: 2001-08-01

SERIES: CORVETTE HARDTOP

SOURCE: Phone

MILEAGE: 46000

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME: CHARLIE THOMAS CHEVROLET INC
DEALER ADDRESS: 13800 GULF FWY, HOUSTON, TX, 77034, USA

*****GENERAL CASE INFORMATION*****

A01 Open Campaign
0 REPAIR ATTEMPT(S)

Product Campaign Claim
#1044

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)

Inoperative
LOCKED UP

K20 Manual Transmission
0 REPAIR ATTEMPT(S)

Other
TRANS HAS A LEAK

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
 - * Determine Customers Expectation
 - * Using delivery date, establish if vehicle is within any warranty coverage
 - * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
 - * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
 - * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
 - * Coordinate with dealership to assist with customer's repair request
 - * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES HE HAS HAD NUMEROUS & SOME MULTIPLE REPAIRS ON HIS 1999 CORVETTE...CUST HAS HAD 15 REPAIRS IN THE 30 MONTHS HE HAS OWNED THE VEH AND FEELS THIS IS EXCESSIVE...THE VEH'S CURRENT CONCERN'S ARE THE STEERING COLUMN WHICH IS COVERED BY A CAMPAIGN...THE OTHER CONCERN IS THE TRANSMISSION AND THAT IS LEAKING..CUST SAID THAT AT TIMES THERE IS A PUDDLE OF TRANS FLUID UNDER THE VEH...THE VEH IS BEING TOWED TO THE DLR/CHARLIE THOMAS AT THE TIME OF THE CUST CALLING INTO CAC...CUST SEEKS ASSISTANCE ON THE TRANSMISSION REPAIR...CRM

ADVISED THAT A DLR DIAG IS NEEDED BEFORE ASSISTANCE CAN BE THOUGHT ABOUT OR OFFERED...CUST
THEN STATED THAT IF THE DLR OR CAC IS UNABLE TO OFFER ASSISTANCE THEN HE WANTS OUT OF THE
VEH...TINA CHURCHIN/CARS/ATX; 0; 365548371

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6522146	VIN Number:	1G1YY12G6X5121620
Date Opened:	6/4/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B24466	Mileage:	48392
Address:	RED RIVER MOTOR COMBOSSIER CITY	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED U

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/04/2003 18:13:46 SBD TEMPLATE - GEMUS

STRATEGY BASED DIAGNOSTICS

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

___ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) CHARLIE STODDARD SF

CUSTOMER CONCERN STEERING COLUMN LOCKED UP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR CANNOT DUPLICATE THE CONCERN.....

TAC RECOMMENDATION -SUGG DLR HOOK UP THT TECH 2 AND MONITOR THE IGN KEY CYCLING IN THE BODY CONTROL MODULE....SEE IF THE MODULE IS RECOGNIZING THE KEY IN AND KEY OUT MODE.,,43584

06/04/2003 18:13:45 HISTORY - GEMUS

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

SARASOTA, FL

CASE NUMBER: 02202493 VIN: 1G1YY12G6X5122556
MODEL YEAR: 1999
DATE OPENED: 2000-11-09 SERIES: NOT FOUND
DATE CLOSED: 2000-11-30 MILEAGE: 11700
SOURCE: DELIVERY DATE:
BRC TYPE: REP-MAN DEALER NAME:
BRC PARENT: 01221870 DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

N01 Electrical General	Other
1 REPAIR ATTEMPT(S)	SYSTEM FAILURE
E40 Tires	Leak/Leaks
2 REPAIR ATTEMPT(S)	CEFFECTIVE
C07 Window	Broken
3 REPAIR ATTEMPT(S)	NEEDED 3 REPAIRS
A12 Miscellaneous - Not Classified	Other
1 REPAIR ATTEMPT(S)	GAS TANK WONT FILL UP
M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	STEERING COLUMN LOCKS UP

BBB CASE PLEASE TRANSFER TO SHARON NEWSON 58657

*****WORK HISTORY*****

EXECUTIVE SUMMARY:

DECISION MAKER: BBB MANDATED AVN- ANDY POWELL; ADR- RON BARTON

TRANSACTION: LEASE REPURCHASE

REASON FOR REPURCHASE: ELECTRICAL SYSTEM FAILURE. VEHICLE MEETS THE STANDARDS OF THE STATE LEMON LAW.

DEALER CONTACT: LARRY MACK (941) 366-7800; 0; 342723685

2000-11-22

REPURCHASE SUMMARY:

GM SUPERVISOR SCOTT D. ROBLIND AUTHORIZED MANDATORY LEASE REPURCHASE DUE TO ELECTRICAL SYSTEM FAILURE- ELECTRONIC INSTRUMENT CLUSTER, POWER WINDOWS, AND THE DEALERSHIP'S INABILITY TO REPAIR. MSRP \$40,057.00

DEALER BUYOUT.....	\$35,783.37
PLUS 20 PAYMENTS.....	\$11,987.00
PLUS	
REG, TITLE.....	\$100.00
PLUS SRCH, MVWTF, TIRE.....	\$173.11
LESS	
USAIN.....	\$4,238.47
TOTAL CHEVROLET COST.....	\$43,805.01; 0;

343772699

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: ADR
REQUEST TYPE: Mandated
REPURCHASE REASON: FIVE REPAIR ATTEMPTS FOR ELECTRICAL SYSTEM FAILURE.

TRANSACTION: Lease Repurchase

DEALER BAC:
DEALER NAME: SUNSET CHEVROLET INC
DEALER ADDRESS: , ,
CONTACT: Service, LARRY MACK
PHONE NUMBER: 253-863-8144
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE: N
BEC WARRANTY DATE:
NADA:
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK:
MERP:

DEPRECIATION: \$4,238.47
UPGRADE: N/A
AFTERMARKET: N/A

LEASE TERM: TERMINATE LEASE.

DAMAGE: NONE NOTED.

OTHER: AVM- ANDY POWELL 404082 BOX 8048; ADR- RON BARTOW EXT 58670

BRANCH: NAME:

ACCOUNT NUMBER:

INTEREST RATE: INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: N LEGAL TYPE: N

LEMON LAW: N

DEALER ADMINISTRATION: N

VEHICLE DESTINATION:

RELEASE: N LIEN PAYOFF: N

TITLE BRAND: N

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: % BUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

Business Response Center
Phone: 800-331-1241 extension 3000
Fax: 813-425-4061

To: MLX From: (313) 381-2617

From: Robyn Starks Date: November 22, 2000

Re: Request Number: C02202493 Pages: 9

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle



Customer Name: [REDACTED]

Return to File.

CONFIDENTIAL

DET-07-000 10/21

P.02



REPURCHASE DECISION Leased Vehicle

FLORIDA
 LEMON LAW

Customer [REDACTED]

Case No. CEV0001463-12

Manufacturer Chevrolet Motor Division

For the following amount, the manufacturer shall repurchase the 1998 Chevrolet Corvette

(Vehicle) leased by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision.

To the lessee

- + Capitalized cost
- + PLUS the lessee's unpaid rent charges through the date of repurchase; 4,279.56
- + PLUS collection charges, if applicable
- + PLUS any fee paid or needed to obtain the lease
- + PLUS any insurance or other costs imposed by the lessor for the benefit of the lessee
- + PLUS any state and local sales taxes, not otherwise included as collection charges, paid by the lessee when the vehicle was initially purchased
- MINUS the aggregate deposit and rental payments previously paid to the lessor for the leased vehicle

To the lessor

- + The aggregate deposit and rental payments previously paid to the lessor for the leased vehicle
- + PLUS reasonably incurred collection charges, including those additional charges to a customer wholly incurred as a result of the repurchase of the motor vehicle, including but not limited to manufacturer-installed or dealer-installed items or service charges, earned finance charges, state and local sales taxes and title charges
- + PLUS reasonably incurred incidental charges N/A
- MINUS reasonable offset for use (lease): Mileage at expiration (12,487) divided by 120,000 and multiplied by the purchase price (\$40,000.00) equals a mileage fee of \$4,288.47
- MINUS deduction based on vehicle condition N/A

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer (including all signatures required for this transfer). Payment of the amount set out above shall be made by the manufacturer to the lessor and lessee.

The vehicle shall be in a similar condition as it was at the time of the hearing allowing for normal wear. The manufacturer shall provide the customer to arrange a mutually agreeable location for the repurchase transaction.

Addressed:

[Signature]

Date 10/20/00

Date _____

Date _____

1998 Chevrolet Corvette, Inc.
 FL114

Westbrook filled out by:
Robert Starke

Call to Action Line:
1-877-1200-5122

New Vehicle Yr:

Date:
12/7/2025

		Lease Terms MO		Lease Length Mo				
1	Acct. 281/227 Vehicle Cost	\$0.00	1	Base Price	\$0.00	1	Dealer Buyout Price	\$35,783.87
2	Adjustment to line 1		2	Conversion Price		2	20 Payments @ \$588.33	\$11,957.00
3	Conversion Cost		3	Tax		3	Pre-Payment(s) (Pro-rata)	
4	Tax		4	Reg./Lic./Title (opt)		4	Cap Cost Reduction	
5	Reg./Lic./Title (opt)		5	Aftermarket Items		5	Tax	
6	Aftermarket Items		6	Finance Charges		6	Reg./Lic./Title (opt)	\$100.00
7	Other		7	Incentives (deduct)		7	SRCHG/MVWTH/Title	\$178.11
8			8	Total Purchase Price	\$0.00	8	Total Additions	\$48,048.48
9	Total Replacement Price	\$0.00	9			9		
10	Usage/Depreciation		10	Usage/Depreciation		10	Usage/Depreciation	\$4,236.47
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	Total Deductions	\$0.00	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$4,236.47
17			17			17		
18			18	Total Repurchase Amount	\$0.00	18	Total Repurchase Amount	\$48,805.01
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Payoff Amount		20	Dealer Buyout Price (From Line 1)	\$35,783.87
21			21			21		
22			22	Total Refund to Customer	\$0.00	22	Total Refund to Customer	\$6,021.64
23			23			23		
24			24			24		
25	Estimated Auction Price		25	Estimated Auction Price		25	Estimated Auction Price	\$36,925.00
26	Projected Loss	\$0.00	26	Projected Loss	\$0.00	26	Projected Loss	(\$6,000.81)

PAYMENT METHOD[illegible]

continued on p. 222

11-05
Sgt. [Signature]
G.M. Signature

~~11/20~~

1.000000000

FLORIDA VEHICLE REGISTRATION CERTIFICATE

DATE OF REGISTRATION		12-1-88		TIME OF REGISTRATION		10:00 AM	
VEHICLE IDENTIFICATION NUMBER		1G1ZC5E11K1111111		VEHICLE TYPE		PASSENGER CAR	
OWNER'S NAME		JOHN J. BROWN		OWNER'S ADDRESS		1234 MAIN ST, MIAMI, FL 33101	
REGISTRATION FEE		12.00		SALES TAX		75.40	
TOTAL FEE		87.40		SALES TAX		3.00	
TOTAL FEE		90.40		SALES TAX		0.00	
TOTAL FEE		90.40		SALES TAX		75.40	

BARBOTA, FL

41. ESTIMATED OFFICIAL FEE AND TAXES

The estimated amount of the official fee and taxes for this lease is \$150.00. The amount of the official fee and taxes for this lease is \$150.00.

42. WARRANTY

- ☐ The Vehicle is new, has never been used in a commercial or rental business, and has never been used in a commercial or rental business.
- ☐ The Vehicle is used in a commercial or rental business, and has never been used in a commercial or rental business.
- ☐ An additional warranty is provided by the lessor, and the lessor is not responsible for the vehicle.

You acknowledge that you have received and agreed to lease the Vehicle, and you agree to hold the lessor harmless from all claims, damages, and expenses, including reasonable attorney's fees, arising out of or from the use of the Vehicle, whether or not the lessor is negligent or otherwise liable for such claims, damages, and expenses.

43. OPTIONAL MECHANICAL BREAKDOWN PROTECTION

By checking below, you have elected to purchase optional mechanical breakdown protection. This protection is not required under this lease. The cost of this protection is \$150.00 per month. The cost of this protection is \$150.00 per month.

We warrant, depending on the type of vehicle, that the vehicle will be in good condition at the end of the lease term. We warrant that the vehicle will be in good condition at the end of the lease term.

- ☐ You elect to purchase optional mechanical breakdown protection.
- ☐ You have elected not to purchase optional mechanical breakdown protection.

44. INSURANCE VERIFICATION

You acknowledge that you have received and agreed to lease the Vehicle, and you agree to hold the lessor harmless from all claims, damages, and expenses, including reasonable attorney's fees, arising out of or from the use of the Vehicle, whether or not the lessor is negligent or otherwise liable for such claims, damages, and expenses.

Insurance Co.	State Farm Ind. Risk Ins. Co.
Address	5527 CRENSHAW RD

You warrant us in writing that you are the owner of the Vehicle, and you agree to hold the lessor harmless from all claims, damages, and expenses, including reasonable attorney's fees, arising out of or from the use of the Vehicle, whether or not the lessor is negligent or otherwise liable for such claims, damages, and expenses.

45. DISCLOSURES REQUIRED BY FLORIDA LAW

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

- (1) CAPITALIZED COST: \$150.00
- (2) CAPITALIZED COST PER MONTH: \$150.00
- (3) ADJUSTED OR NET CAPITALIZED COST: \$150.00

46. ENTIRE AGREEMENT

The lessor warrants that the Vehicle is in good condition at the time of delivery, and the lessor warrants that the Vehicle is in good condition at the time of delivery.

47. SIGNATURE

You agree to all the provisions on both sides of this lease, and you agree to hold the lessor harmless from all claims, damages, and expenses, including reasonable attorney's fees, arising out of or from the use of the Vehicle, whether or not the lessor is negligent or otherwise liable for such claims, damages, and expenses.

NAME	ADDRESS
PHONE	DATE
SIGNATURE	DATE
LESSOR'S SIGNATURE	DATE
LESSOR'S NAME	LESSOR'S ADDRESS
LESSOR'S PHONE	LESSOR'S DATE

The undersigned hereby certifies that the Vehicle is in good condition at the time of delivery, and the undersigned hereby certifies that the Vehicle is in good condition at the time of delivery.

the following: (a) the Lease has not been terminated and all payments and rentals due under the terms of the Lease have been paid; you will have the option to purchase the Vehicle at the end of the Lease Term for the sum of (1) the Residual Value plus (2) a Purchase Option Fee of \$1000 plus (3) any other fees, taxes and other charges payable to purchase the Vehicle; plus (4) any amounts necessary to prepare the Vehicle to comply with the legal requirements for sale.

25. OPTION TO PURCHASE

A. END OF LEASE TERM. If the Lease has not been terminated and all payments and rentals due under the terms of the Lease have been paid, you will have the option to purchase the Vehicle at the end of the Lease Term for the sum of (1) the Residual Value plus (2) a Purchase Option Fee of \$1000 plus (3) any other fees, taxes and other charges payable to purchase the Vehicle; plus (4) any amounts necessary to prepare the Vehicle to comply with the legal requirements for sale.

B. FROM TO END OF LEASE TERM. You may purchase the Vehicle at any time during the Lease Term if the Lease has not already been terminated, all payments and rentals due have been paid and you are not otherwise in default of the Lease. The purchase price will be (1) the Early Termination Lease fee plus (2) the Residual Value, including the lease interest in the Vehicle; plus (3) any other fees, taxes and other charges payable to purchase the Vehicle; plus (4) any amounts necessary to prepare the Vehicle to comply with the legal requirements for sale.

26. VEHICLE RETURN

If you have not chosen to purchase the Vehicle, you agree to return the Vehicle after on the last day of the scheduled Lease Term or on the date of early termination. You agree to return the Vehicle to a dealer acceptable to us. For your convenience, you may return the Vehicle up to 30 days before the end of the scheduled Lease Term. Returning the Vehicle during this convenience period will not result in any early termination penalty or charges.

You are not entitled to keep the Vehicle past the end of the scheduled Lease Term or the date of early termination without our consent. In no event may you keep the Vehicle more than 6 months past the end of the scheduled Lease Term or the date of early termination. If you do keep the Vehicle past the end of the scheduled Lease Term or the date of early termination, you will continue to pay us the required monthly payments on the due date on which you were required to make payments to us during the Lease Term. In addition, you will pay us for any damage or expense to the Vehicle you keep the Vehicle past the end of the scheduled Lease Term or the date of early termination.

27. STANDARDS OF EXCESS WEAR AND USE

If you return the Vehicle at the end of the scheduled Lease Term, we will apply the following standards and charges for excess wear and use:

- A. Except for damage to the exterior, the Vehicle will be in good condition together with all original accessories and options when returned. The Vehicle must pass any inspection then required by us.
- B. The Vehicle will have a matching set of tires with at least 1/8 inch of tread remaining.
- C. The engine, drive train and other mechanical and electrical parts shall operate properly and not be damaged.
- D. There will be no scratches, dents, pits, and areas, replacement of paint or repairs to the hood, bumper, door, sill, rear, trunk or roof. There will be no cracks in the windshield or windows and the body will not be damaged. No special identification will appear on the Vehicle.
- E. If your obligation to repair any damage resulting from the removal of a bumper, paint or other exterior or other similar type of equipment. Repairs of such damage are subject to our approval and charges.

28. UNTERMINATED TERMINATION

Without early termination, notice and the exercise of your option to purchase at the end of the Lease Term, the Lease will terminate and you will be responsible for the Vehicle at the end of the Lease Term.

A. NOTICE TO US. If you wish to return the Vehicle, or at any time during the Lease Term, you must give us written notice of your intention to return the Vehicle. The notice must be given to us at least 30 days before the end of the Lease Term. The notice must be given to us at least 30 days before the end of the Lease Term. The notice must be given to us at least 30 days before the end of the Lease Term.

If the vehicle is returned or the lease is terminated and you cannot prove the damage shown on the statement, you agree to pay the amount we estimate the Vehicle's market value has been reduced by reason of estimated wear not reflected on the statement, the inability to determine the Vehicle's actual mileage, or both.

A. NOTICE. If you default, we will have all the rights and remedies provided by law. We will have the right to sue you for damages, including the Lease and take the Vehicle without prior demand, unless otherwise provided by law. We may require you to return the Vehicle or make it available to us at a location and a reasonably convenient time for us. If we take the Vehicle, we may enter the premises where the Vehicle is stored and remove it. However, we may not remove the Vehicle if it is already under your possession or control. We may take any property in the Vehicle at the time of recovery and hold it for you. Our taking of the Vehicle does not release you from any obligation under the Lease.

Upon default, we may accept any VAP payment or any other collateral provided in writing pursuant to this Lease and apply any funds collected to satisfy your obligations.

29. VEHICLE TYPE, LOSS OR DESTRUCTION

If the Vehicle is subject to a total loss due to collision, destruction or theft without recovery, the Lease will, at our option, either terminate or continue with a replacement Vehicle of equal value and comparable condition, mileage and accessories. If the Lease is terminated under this section, you will pay to us the Early Termination Lease fee. However, if you fail to elect the vehicle purchase option by the end of the Lease Term and we receive the insurance proceeds in compensation for the total loss, then, instead of the Early Termination Lease fee, you will pay to us the sum of (1) all Monthly Payments overdue and any other amounts that are due to us at the time of early termination plus (2) the amount of any deductible and any other amounts that were subtracted from the Vehicle's actual cash value to determine the insurance proceeds we received for the total loss of the Vehicle.

30. INSURANCE

To the extent required by law, you will reimburse us and hold us harmless from any liability or expense, including reasonable attorney's fees, in the event of any claim by any person, including, but not limited to, you or your agents or employees, arising out of or resulting from use of the Vehicle or its contents, together with claims to recover on negligence, breach of contract, breach of warranty, breach of duty or otherwise.

You agree to pay when due all parking, tolls, or other fees and charges that are assessed on the Vehicle or any driver of the Vehicle during the Lease Term or until the Vehicle is returned to the Lease. If you fail to pay, you will immediately pay the amount, otherwise we will sue you for the amount due plus our legal fees and costs of collection.

31. FINANCIAL RESPONSIBILITY

Your Financial Responsibility may be based on us to pay all amounts that you fail to pay under this Lease. Upon termination of the Lease, we will refund to you any portion of the Financial Responsibility Deposit not applied to payment of your obligations. Your Financial Responsibility Deposit will be used to pay any amounts that you fail to pay under this Lease. Any interest or penalty payable to us which may accrue as a result of our retention of the Financial Responsibility Deposit will be paid to you and applied to reduce your obligations under this Lease.

32. SECURITY INTEREST

You grant us a security interest in the Vehicle provided by state law. In the event of a default by you, we may repossess the Vehicle without notice to you. We may sell the Vehicle or otherwise dispose of it without notice to you. We may sell the Vehicle or otherwise dispose of it without notice to you. We may sell the Vehicle or otherwise dispose of it without notice to you.

33. ASSIGNMENT

A. TRANSFER OF INTERESTS. You agree to defend our title to the Vehicle. You agree not to assign, transfer, or otherwise dispose of your rights under this Lease to any other person or entity, or to give anyone or other person a security interest or lien in the Vehicle under this Lease. You understand and agree that we may assign or transfer our rights under this Lease and, upon assignment or transfer, you agree to make payments to the assignee.

B. ASSIGNMENT OF LEASE. This Lease and any agreement created in connection with this Lease will be assigned and entered into by the assignee within 30 days of the date you give notice.

C. COVENANTS TO MAINTAIN. You agree that you shall maintain the Vehicle's odometer reading to be an accurate record of the Vehicle's mileage at all times. You agree to complete an odometer statement and submit it to us or failing to do so, we may deem that you have failed to maintain the Vehicle's odometer reading and you will be liable for the amount of the Lease.

D. WAIVER OF DEFENSE. We may waive or modify the enforcement of any rights under this Lease without affecting our rights as a lessor. Subject to applicable law, we may not be bound by any rights that you may have under this Lease or any other law or regulation that may apply to this Lease or any other law or regulation that may apply to this Lease.

Repurchase Approval / CREDIT

Original VIN	1G1YY12080 122505	Vehicle is going to:			Is Vehicle Drivable?	Have I Seen?
SAO	114805	<input checked="" type="checkbox"/> Auction	Yes	No		
Customer Name		<input type="checkbox"/> Scrap/Donate/Vol	Dealer Admin Fee Applies	Is the Release		
Dealer Name	SUNSET CHEVROLET, INC	<input type="checkbox"/> No-Bill	Yes	No		
Dealer Contact/Title	LARRY MACKSERVICE MANAGER	This vehicle was repurchased as a result of a (Check One)				
Dealer Phone	(941) 385-7800 Ext.	Decision of the GM alternative dispute resolution program				
Dealer Fax	(941) 357-5152	Retrieve Sales Tax?	Lien Payoff Required?	Title Brand?		
Year	1998 Make CHEVROLET	Yes	Yes	Yes		
Model & Trim level	CONVETTE	Vehicle State Presumption of LIMON LAW Yes				
Body Type	2 DR COUPE	Vehicle located at repurchase Dealership Yes				
Delivery Date	09/24/1998	If no, where: GM Dealership? Please enter SAO				
Buyback Mileage	12857	Dealership Name:				
Transmission	MANUAL	Contact Name:				
Engine (in Liter)	5.7	Address:				
Product Code	1Y00	City: State: Sales ZIP: ZIP+				
UCR Code(s)	NM N42	Phone #: Ext.				
MSRP	40057.00	Fax #:				
NADA (close to MSRP)	30005.00	Special Instructions? No				
Case Number	COB02483	Comment:				
Type of Transaction	LT					
Type of Case	GENERAL					
Replacement VIN						
Repurchase Source	ADR AVM ANDY POWELL					

Reason for Repurchase: ELECTRICAL SYSTEM FAILURE-ELECTRONIC INSTRUMENT CLUSTER, POWER WINDOWS.

Check Information

Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	5081.84	Check Amt:	85782.87	Check Amt:	0.00
Check Made Payable to (1st):	SUNSET CHEVROLET	Check Made Payable to (1st):	BANK ONE 83-0121-04119	Check Made Payable to (1st):	
Address:		Address:	ONE RIVERFRONT PLAZA	Address:	
City - State:	SARASOTA FL	City - State:	LOUISVILLE KY	City - State:	State
ZIP - ZIP+		ZIP - ZIP+	40202	ZIP - ZIP+	
Phone #:		Attention:	PAYOFF DEPT. KY1-4444	Attention:	
Fax #:		Phone #:	(800) 888-8882 ext:	Phone #:	Ext:
		Fax #:		Fax #:	
		Account #:	83-0121-04119	Pay Tax ID:	
Case ID:	Descriptor:			Broken Out:	100
82136	The submission was successful! The Case ID is on the left.			Print Name:	

Printed BRG Name: ROBYN STARKS Ext: 5809 Date: 11/20/2000
 Authorized GM Printed Name: SCOTT D. ROGLIND Date: 11/20/2000

Authorized GM Signature

User Name:

roglind

SUBMIT

MAKE COPY FOR YOUR FILE

Rev 5/22/98

DIV: CHEVROLET CASE 990500546 TYPE: G-GENERAL
NAME: TIMMERS CHEVROLET-GEO, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: MARIETTA
VIN: 1G1YY12G6X5127241
RESP DEALER: 00000
MILEAGE: 3000
YEAR/MODEL: 1999/CORVETTE

STATE: GA ZIP: [REDACTED]
DELIVERY DATE: 05/21/1999
CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE : 09/09/1999
REOPENED: N

STATUS: C
ORIG OPEN DATE: 09/09/1999

LAST ACTIVITY DATE: 09/09/1999

BY: KELLY A SMITH

CLOSE DATE: 09/09/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV
WARRANTY: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT;

VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 09/09/1999
DEALER CLOSED : 09/09/1999

DEALER NUMBER: 08622
NAME: TIMMERS CHEVROLET-GEO, INC.
CITY: NORCROSS ST: GA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M40	0		CUST STATES STEERING WHEEL IS LOCKED.

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/09/1999 00:00:01
CRM ADVISED CUST MUST CONTACT RAC..

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/09/1999 12:48:51
CUSTOMER STATES STEERING COLUMN LOCKED. CUSTOMER STATES DEALERSHIP ADVISED HIM TO CONTACT CUST ASST CNTR. CUSTOMER SEEKING ASSISTANCE GETTING HIS STEERING COLUMN UNLOCKED. CRM TRNFRD CUSTOMER TO TIER II REP.... ALFONSO FRAZIER/TAMPA
SPOKE WITH CUSTOMER AND HE CAN NOT DRIVE HIS CAR B/C THE STEERING COLUMN IS LOCKED. I CONTACTED THE DEALERSHIP 770-393-0560 AND SPOKE WITH TOMMY AND HE SAID THAT HE WILL GO OVER TO THE CUSTOMERS HOME AND TAKE CARE OF THE PROBLEM FOR HIM. I THANKED HIM FOR HIS ASSISTANCE.

CARYL KITTRILL, AUSTIN, TX.

09/09/99*****ORIGINAL OWNER CALL BACK WITH FILE NUMBER...
OWNER STATED WHATS THE STATUS ON CASE...CO REVIEWED FILE...
CO CALL TIMMER CHEVY AND THEY DIDN'T KNOW WHAT WAS GOING ON...
CO CALL TOM JUPITER CHEVY AND TOMMY STATED SERVICE MANAGER IS NOW INVOLVE...CO LEFT MESSAGE FOR SERVICE MANAGER TO CALL CCAC BACK...CO ADVISED WILL NEED TO TALK WITH SERVICE MANAGER AND HE WAS NOT AVAILABLE...CO ADVISED WILL FOLLOW ONCE DEALER CALL BACK...
OWNER THANKED CO....CO THANKED OWNER FOR CALL...

JEROME CHAPMAN, TROY SITE

OWNER HAS CONCERNS WITH VEH COLUMN LOCKED..CRM CONTACTED DLR WHO STATED WOULD HAVE TO HAVE CUST CONTACT RAC FOR ASSISTANCE....CRM ADVISED WOULD ASSIST CUST TO CONTACT RAC...CRM CONTACTED RAC FOR CUST AND WAS ABLE TO ACQUIRE A TOW TRUCK FOR CUST....CRM THANKED CUST FOR TIME ALONG WITH RAC...

KELLY SMITH/TROY SITE..

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: MARIETTA

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: GA

HOME PHONE:

EXTENSION:

DATE:

DATE:

ZIP: [REDACTED]

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6192211	VIN Number:	1G1YY12G6X5128085
Date Opened:	1/22/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B16468	Mileage:	18728
Address:	REED-LALLIER CHEVROL	State:	NC
Phone:	FAYETTEVILLE		

SYMPTOM ABSTRACT— STEERING WHEEL STEERING WHEEL COLUMN LOCKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/22/2003 18:46:18 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 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) JAMES MCVIEGH

CUSTOMER CONCERN - STEERING WHEEL KEEPS LOCKING

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTCS. TECH STATES THAT AT THIS TIME THE COLUMN IS NOT LOCKED. NO PARTS/REPAIRS THIS TIME IN. TECH STATES THE RECALL FOR THE WHEEL LOCKING HAS BEEN PERFORMED.

TAC RECOMMENDATION - ADVISED TECH OF BULLETIN # CHS20030001, WHICH IS ADVISING NOT DO ANYTHING TO THE VEHICLE AND IS REQUIRING THE TECH TO GENERATE A FIELD PRODUCT REPORT. TECH NEEDS TO GET THE CONCERN TO DUPLICATE AND FOLLOW BULLETIN DIRECTIONS. ADVISED TECH OF A VARIOUS REPAIRS FOR THIS CONCERN; IGNITION CYLINDER, RELAY, GROUND ISSUE.

01/22/2003 18:46:18 HISTORY - GLEDHILL

01/23/2003 11:37:43 SHEPHERD -CALLER'S NAME (FIRST, LAST, AND

E402-831 / GM22C

POSITION)

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

DLR IS UNABLE TO VERIFY THE CUSTOMERS CONCERN. NO CODES.

NEW RECOMMENDATIONS

TAG ADVISED DLR OF P/I A001782. TAG ADVISED DLR TO RECHECK ALL JUMPER
HARNESS CONNECTIONS. VERIFY THE CONCERN BEFORE ANY FURTHER REPAIRS ARE
MADE.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SCIOTA , PA

CASE NUMBER: 04637615 VIN: 1G1YY12G6X5129491
MODEL YEAR: 1999
DATE OPENED: 2001-06-21 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-09-24 MILEAGE: 62000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: BROADHEADSVILLE CHEVROLET, INC.
ERC PARENT: DEALER ADDRESS: RTE 209,, GILBERT, PA, 18331, USA

*****GENERAL CASE INFORMATION*****

M01 Steering General Other
0 REPAIR ATTEMPT(S) steering wheel locked
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) DIAGNOSIS

REQUEST FOR INFORMATION - Regarding Courtesy transportation - beyond warranty.

INFORM THE CALLER:

"Courtesy transportation is available for 1993 and newer model vehicles that are beyond warranty if the vehicle requires overnight repairs due to a product recall or a special policy repair as published in XXX divisional bulletins."

REQUEST FOR INFORMATION - Regarding Courtesy transportation - beyond warranty.

*****WORK HISTORY*****

cust sts that steering wheel on veh is locked and that he called dlr about locked steering wheel. cust seeks to unlock steering wheel and determine if campaign exists on veh steering wheel. crm advised cust that there was no campaign, and called dlr 800-989-0224 and talked to bob ballella who sts that cust needs to have veh to dlr for diagnosis. cust sts that this is a safety concern and wants to talk to factory rep. crm advised cust that veh needs to be diagnosed by dlr. rbauerlein/cac/atx; 0; 361984764
2001-06-22

CUST WIFE CALLED & STATED SHE HAD BEEN TRYING TO REACH GRAY IN STROUDSBURG & HAS BEEN UNABLE TO GET APPT. CUST SEEKS DIAGNOSIS & REPAIR FOR STEERING LOCKUP. CRM CONFERENCED CUST TO GRAY WHOSE SVC IS OPEN ON SAT & CUST WAS ADVISED BY RECEPTIONIST TO HAVE VEH TOWED TO DLR THIS WEEKEND & MAYBE SVC CAN FIT IT IN. ANNIE FLOROW/CAC/PDX; 0; 362100628
2001-09-17

CUST SENT EMAIL, KANA CASE NUMBER 1238483 DATED 6-22-2001 AS FOLLOWS: I have a 99 corvette hardtop, I pulled into the garage on thursday and haven't been able to move the car since. The steering column has locked, I tried some of the suggestions that I was given to no avail., my main complaint is, is that I can't get our local dealer Gray Chevy., in Stroudsburg, Pa. to even take my phone call to set up an appointment, my husband called three times this morning to be put on hold for at least 5-10 min. each time, he then told me to call, I did, I was on hold for 15 min., then told that they

would have to call me back, I told them I would only be available for another hour and I was leaving, no problem was the response, no problem never called back at all. Is this the treatment you get for buying a GM? I am truly dissappointed, I don't get this treatment where I bought my caddy or my mercedes I guess a chevy just doesn't count, I will never buy another yet I truly CONT.....; 0; 369593791
2001-09-17

CONT.....PART 2: love the car.
Do you have any suggestions, I was going on vacation next week, don't look good now, of course I wanted to use the vette, I can't even not pay the payment because I paid cash for it. HELP!!

Email Address: [REDACTED] 0; 369593818
2001-09-17

CRN REPLIED: Dear [REDACTED]

Thank you for contacting the GM Internet Response Center. We sincerely apologize for the concerns you are experiencing with your 1999 Chevrolet Corvette.

If you have already contacted our Customer Assistance Center, please continue to work with them towards resolution of your concern. If you have not already done so, you may call the Chevrolet Customer Assistance Center at 800-222-1020. They are open from 8:00am to 11:00pm, Eastern Standard Time. They are in the best position to give you a timely resolution.

If you would prefer to continue to work through e-mail, we certainly understand. We will attempt to resolve your concern in the shortest period possible on a first come, first served basis. Address your mail to cac@chevrolet.com.

We look forward to serving you. Thank you for making Chevrolet your vehicle of choice!

Sincerely,

James Bruce
Customer Relationship Manager
GM Internet Response Center; 0; 369593866
2001-09-17

CUST SENT EMAIL, XANA CASE NUMBER 1239848 DATED 6-23-2001 AS FOLLOWS: Yesterday I e-mailed you and I also spoke to a support tec., I spoke with a very lovely lady that tried to assist me, we left it were I was going to go direct to Gray's Chevy., today to set up an appoint., well I went down this morning, and just as it was with the phones, it was a desaster, the service rep., was a complete jerk, he couldn't or wouldn't schedule an appoint., because I didn't have the vin., # with me, well the car can't be moved the reg., is in the glove box., then it was well drop it off and we'll get to it sometime, I wanted an appointment and he just would not set one up, well I'm scheduled into July, okay give me a set appointment I don't want the

car sitting outside here., he just did not want to do anything with me, I left there and went to Brodheadville Chevy., there I spoke with Steve and he was more than helpful, they set up an appointment for tuesday, they are trying to be very help
COART...; 0; 369593972
2001-09-17

COBT.....PART 2: ful. I feel that Gray's should have some type of overhaul on there personnel, this is not the first time I've had problems with them I had another vette prior to this one and it was a hassle forthem to do anything. If they don't want or can't service there cars or any GM cars then they shouldn't sell them.

Email Address: [REDACTED] 0; 369594004
2001-09-17

CRM SUBEDI REPLIED: Dear [REDACTED]

Thank you for your E-mail to Chevrolet regarding your recent service experience. We can notify the management of Gray's Chevrolet of your experience with their service personnel. We are confident Chevrolet's involvement and your dealers commitment to customer satisfaction will help prevent a recurrence of the situation you described. Your comments will help us to provide the quality service you expect from Chevrolet. If you have any further comments, questions, or would like to document this information, please feel free to contact the Customer Assistance Center at .

Thank you for your enthusiasm in Coverlet.

Sincerely,

Niran Subedi
Customer Relationship Manager
GM Internet Response Center; 0; 369594123
2001-09-17

CUST SENT EMAIL, KANA CASE NUMBER 1440585 DATED 9-11-2001 AS FOLLOWS: I don't see a place to contact
customer service for complaints
I have a 1999 corvette ht, I had a problem with the steering column the end of June, at this time I called GM to seeif there was a recall or any other problems with this and was advised no, will I have a paper in my hand in regards to Campaign 01044 elec col lock, this is for my brothers 2000 but its the same problem and I'm sure this isn't the only 1999, I took my car first to Grays Chevy in Stroudsburg and they didn't even want to be bothered, then I ended up at Brodheadville Chevy, to which they were very nice but said there was nothing wrong with the car, it cost me \$175.00 to

have the car towed there due to the amount of problems it was getting it on a rollback with not being able to turn the wheels and it was in a garage at the time it just quit. I'm a second owner of the car so if a recall went out I didn't
CONT.....; 0; 369594198
2001-09-17

CONT....PART2: receive same but I did call and ask and also to complain about Gray Chevy, I'm considering a new one but I don't like this steering problem and lack of interest from GM.

Email Address: [REDACTED] 0; 369594315
2001-09-17

CRM NIXON REPLIED: Dear [REDACTED]

Thank you for contacting the Chevrolet Internet Response Team.

To ensure an accurate response to your campaign question, we will need your Vehicle Identification Number (VIN). You may write or call this location when dealing with complaints and/or questions that you may have.

At your convenience, please write or call the Customer Assistance Center at 1-800-222-1020 between the hours of 8am and 11pm EST time, Monday through Friday.

Sincerely,

Robert Nixon
Customer Relationship Manager
GM Internet Response Center
CUST SENT EMAIL, KANA CASE NUMBER 1447452 DATED 9-16-2001 AS FOLLOWS: The vin# to my corvette is as follows:

1G1YY12G6X5129491, 1999 ORIGINAL OWNER WAS ROBYN L. SNYDER, I purchased the car in May and it was in the shop in June.

Thank you
Mary Lou; 0; 369594457
2001-09-17

CRM CALLED BROOKHAVENVILLE CHEVROLET AND SPOKE WITH PETE BOWMAN, SRV MGR, WHO STATED THAT HE WAS FAMILAR WITH THE CUST AND THAT THEY HAD BEEN UNABLE TO DUPLICATE THE PROBLEM WITH HER STEERING COLUMN AT THE TIME. PETE STATED THAT THE CAMPAIGN CAME OUT A COUPLE OF WEEKS LATER FOR THE COLUMN. CRM ADVISED PETER TO CONTACT HIS AVM TO SEE IF HE WOULD BE WILLING TO GIVE THE CUSTOMER SOME COST ASSITANCE ON THE TOW. PETE STATED THAT THE CUSTOMER'S HUSBAND HAS A WRECKER SERVICE AND THAT HE HAD TOWED THE VEHICLE IN FOR HER. PETE STATED THAT HE FELT THEY WOULD BE ABLE TO GET \$50 TOWARDS THE TOW. CRM ADVISED PETE THAT I WOULD CALL HIM BACK ON 9-20-2001 BETWEEN 10:00AM AND 12 NOON EST TO SEE IF THE CUSTOMER HAD BROUGHT HER VEHICLE IN. PETE STATED THAT HE WOULD ALSO ATTEMPT TO CONTACT THE CUSTOMER TO HAVE HER BRING HER VEHICLE IN FOR THE CAMPAIGN. LARRY LARSON/TAMPA/IRC.; 0; 369595508
2001-09-17

CRM REPLIED TO CUSTOMER VIA EMAIL AS FOLLOWS: Dear Mrs. Ianuale,

Thank you for your recent E-mail to Chevrolet. As you requested, we processed your Vehicle Identification Number through our computer file. Based on our information, your vehicle is currently involved in Open Recall Campaign number 2001044 relating to the steering column. This campaign was issued on your vehicle 2 weeks after you had it towed in to the dealership. Please contact Brodheadsville Chevrolet to have this recall taken care of as soon as possible.

We contacted Brodheadsville Chevrolet and spoke with Pete Bowman, Service Manager, who stated that he would also attempt to contact you to bring your vehicle in to have it repaired. We will contact Brodheadsville Chevrolet on 9-20-2001 to see if they have repaired your vehicle or have scheduled an appointment to have the work done.

We have documented your latest comments in computer file number C04637615. Please reference this file in any further correspondence. CONT.....; 0; 369597317
2001-09-17

CONT....PART 2: If you have any questions, please contact our office at 1-800-222-1020.

Sincerely,

Larry Larson
Customer Relationship Manager
GM Internet Response Center; 0; 369597352
2001-09-17

CUST SENT EMAIL, KANA CASE NUMBER 1448871 DATED 9-17-2001 AS FOLLOWS: I have contacted Brodheadsville Chevy and I have an appointment for the 19th to have this repaired.
I paid for \$45.00 service plus \$175.00 for the towing prior to this for this problem what happens to this, this recall was out prior to my problem because my brothers show the one he bought was recalled back in April.

Thank you for helping me with this matter as I have been a little nervous about driving this car for fear the column would lock up again.

0; 369606031
2001-09-17

Dear

Thank you for your internet communication to Chevrolet.

We will contact the service manager at Brodheadsville Chevrolet on 9-20-2001 to follow-up on your concern. Hopefully, we will be able to resolve your concern with the open campaign on your vehicle.

Sincerely,

Larry Larson
Customer Relationship Manager
GM Internet Response Center; 0; 369606365
2001-09-21

CRM CALLED DEALER AND SPOKE WITH PETE, SRV MGR, WHO STATED THAT HE HAD SPOKEN WITH HIS AVI AND THAT THEY WOULD REIMBURSE THE CUST \$50 FOR THE TOW CHARGE. PETE STATED THAT HE WAS NOT

SURE ABOUT THE PREVIOUS CHARGE SINCE HE WAS NOT AT HIS DESK. CRM WILL CALL BACK ON 9-24-2001
BETWEEN 11AM AND 1PM EST FOR VERIFICATION ON PREVIOUS BILL. LARRY LARSON/TAMPA/IRC.; 0;
369943097
2001-09-24

CRM CALLED BRODHEADSVILLE AND SPOKE WITH PETE WHO STATED THAT THE CUST HAD BEEN ADVISED THAT
SHE WOULD BE REIMBURSED \$50 FOR THE PREVIOUS TWO AND THAT SHE WAS SATISFIED. CRM IS CLOSING
FILE SATISFIED. LARRY LARSON/TAMPA/IRC.; 0; 370206545

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

PRODUCT CODE:
ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

BODY TYPE:
TRIM:
TRANSMISSION:
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:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 03764243 VIN: 1G1YY12G6X5132004
MODEL YEAR: 1999
DATE OPENED: 2001-04-09 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-06-14 MILEAGE: 58000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DON KEALEY CHEVROLET OLDSMOBILE
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts	Excessive Play
3 REPAIR ATTEMPT(S)	FAILURE
T57 Component Service Letter	Customer Satisfaction
3 REPAIR ATTEMPT(S)	STEERING COLUMN/LOCK

Final Repair Attempt

CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[State Lemon Laws and Other Statutes RUN

C:\Progra-1\Plus!\Micros-1\Iexplor.exe

http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf]]

FINAL-FL

*****WORK HISTORY*****

CRM RECEIVED FILE. CRM REVIEWING FILE. ANNETTE FINDLAY/LEGAL CORRX57619/TAMPA; 0; 355682881
2001-04-09

CRM DID CASE SCAN AND FOUND FILE # 02434894, 02364466, AND 02358989. CRM HAS REVIEWED FILE AND WILL CONTACT CUST TO SET UP FINAL REPAIR ATTEMPT. ANNETTE FINDLAY/LEGAL
CORRX57619/TAMPA; 0; 355683660
2001-04-09

CRM CALLED CUST @ HOME NUMBER AND WORK NUMBER AND LEFT MESSAGE ON VOICEMAIL FOR CALL BACK. CRM WILL CALL BACK 3PM EST TO MAKE CONTACT. ANNETTE FINDLAY/LEGAL CORRX57619/TAMPA; 0;
355691792
2001-04-09

CRM SPOKE WITH CUST @ WORK NUMBER. CUST STATES THAT VEH STEERING COLUMN HAS LOCKED UP 3X. CUST VEH HAS 58,000 MILE AND THE 3RD TIME HAPPENED TWO WEEKS AGO. CUST STATES THAT SHE HAS BEEN PROMISE THAT PROBLEM WILL NOT HAPPEN AGAIN. CUST SAYS SHE HAS LOST CONFIDENCE IN VEH, CRM ADVISED CUST I WILL RESEARCH AND CALL BACK DUE TO PROBLEM NOT CURRENTLY HAPPENING ON CUST VEH. CRM CALLED AVM RANDALL JORDAN(MODE 404082-8136) TO SEE HOW HE WANTS TO HANDLE SITUATION. ANNETTE FINDLAY/LEGAL CORRX57619/TAMPA; 0; 355700688
2001-04-11

CRM WILL CALL AVM RANDALL JORDAN BACK @ END OF DAY IF NO CALL BACK. ANNETTE FINDLAY/LEGAL
CORRX57619/TAMPA; 0; 355856604
2001-04-11

crm got call from avm rany jordan. avm states this cust has lease veh and he will not repurchase veh due to mileage. avm states we can offer her a componet letter for steering lock for the end of cust lease. crm advised i will contact cust to advised. annette findlay/legal corrx57619/tampa; 0; 355875583
2001-04-11

crm called cust @ home number and work number and left message for call back. crm will follow up. annette findlay/legal corrx57619/tampa; 0; 355875745
2001-04-12

CRM RECEIVED A CAL FROM CUST. CRM ADVISED CUST OF COMPONET LETTER. CUST ACCEPTED COMPONET LETTER FOR STEERING. CUST ALSO EXPRESS SHE WOULD BE BUYING A NEW GM VEH WITH IN THE NEXT 3 MONTHS. CRM SPOKE WITH TM TO OFFER OLC. TM GAVE APPROVEL FOR UP TO \$20000LC. CRM ADVISED CUST WHO STATES SHE WILL CHECK PRICING AND CALL BACK TO ACCEPT OR DECLINE. CRM WILL PROCESS COMPONET LETTER FOR CUST AND SUBMIT FOR APPROVEL. ANNETTE FINDLAY/LEGAL CORRX57619/TAMPA; 0; 355946107
2001-04-13

crm received a call from cust. cust states she will no longer make payment on this veh. cust states her family has advised her that gm will bry veh back. cust also states she spoke with bill weimeyer @ svc dept and was advised that if she turns veh in we will owe her \$600. cust seeks repurchase. crm advised cust that veh has not went in for final repair due to cust having no problem with veh. crm also advised cust that if she chooses not to pay she will need to contact her finance company and advised them of that. crm advised cust we will not repuchace veh because this veh in running to gm specs. cust states she has loss confidence in veh and does not feel safe in veh. cust states she will no longer drive veh. crm advised i will docs concerns. cust refuse to have veh inspected. cust just had 3rd repair on 03/21/2001 and problem has been repaired. cust has lease veh and she is way over mileage for lease. crm closing file dissat and will forward to tm for dissat closing. annette findlay/legal/corrx57619/tampa; 0; 356037054
2001-04-13

crm called avm randy jordan to give heads up of dissat closing. crm forwarding file to tm for dissat closing. annette findlay/legal corrx57619/tampa; 0; 356037351
2001-04-13

tm.. please note... cust has now changed her mind and no longer wants good will. cust states she will turn veh in to dlr today. cust states she will only be happy if gm repurchases her her veh. avm randy jordan states cust has lease veh and is way over on mileage. cust is @ 58k miles plus. crm cancel goodwill per conversation with cust. annette findlay/legal corrx57619/tampa; 0; 356037528
2001-04-13

CLOSING FILE DISSATISFIED..REQUEST FOR ASSISTANCE HAS BEEN DENIED.
ROBERT AYALA/TM LEGAL CORR; 0; 356039650
2001-04-24

crm received documents from customer relating this request and the repurchase of her vehicle. crm will attach and forward file to previous crm who was working with this customer..... kaisha martinez/atx/cars/corr; 0; 357018015
2001-04-25

CRM RECEIVED TRANSFERED FILE. CRM HAS REVKINED DOCS CUST SENDING LETTER TO BBB AUTO LINE BUT NO FILE. CRM CLOSING FILE DISSAT UNTIL FURTHER RESPONSE FROM BBB. ANNETTE FINDLAY/LEGAL CORRX57619/TAMPA; 0; 357058663
2001-06-14

BBB MANDATED REPURCHASE, compliance 7/12/01, forwarded to repurchase crm Rich More, ext.
57318. Kristine Ellis/Tampa workflow; 0; 361394004

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

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:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC-CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

[Redacted]

Overday PL [Redacted]

CERTIFIED MAIL



7000 1670 0001 3445 1647

04

04-06-01P02:28 RCVD

RETURN RECEIPT
REQUESTED

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, Michigan

48232-5170 51 48232-5170



U.S. POSTAGE
0.36
\$3.61
04-06-01P02:28

03769243

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ☒ 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) The steering column lock has failed
3 times. Car cannot be driven and must be towed to the dealership
for repair.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model Corvette Hardtop Year 1999
VIN 1G11Y1Y1121G161X1511312101014 Date of Delivery 7/5/99
Name and City/State of selling dealer or leasing company (if applicable) Don Mealy Chevrolet, Orlando
Florida

Name and City/State of authorized service agent(s) attempting previous repairs Don Mealy - Orlando (2) times
Don Bachredt - Pompano Beach, FL (1) time

Consumer [Redacted] Home phone [Redacted]
Address [Redacted] Work phone [Redacted]
Orlando, FL Signature [Redacted]
Date Mailed 3/30/01

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail.

(1/98)

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GM Vehicle Inquiry System

Summary

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Help

VIN:	1G1YY12G4X5132004
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VEHICLE INFORMATION

Merchandising Model:	1YY37 - 1999 CORVETTE HARDTOP	Warranty Start Date:	07/06/1999				
BAIS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000	Selling Source:	13 - CHEVROLET				
		Site Code:	24339				
		Business Associate Code:	114731				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FBI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00034	LAP BELT WEBBING TWISTED	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	07/06/1999	12 miles	7/6/2002	36012 miles
72/100 SHEET METAL RUST-THROUGH	07/06/1999	12 miles	7/6/2005	100012 miles
36/36 CORROSION	07/06/1999	12 miles	7/6/2002	36012 miles
96/80 PCM/CC EMISSIONS	07/06/1999	12 miles	7/6/2007	80012 miles
36/36 FEDERAL EMISSIONS	07/06/1999	12 miles	7/6/2002	36012 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/21/2001	025618	#	V0505 - INSPECT LAP BELT RETRACTORS, INSTALL WEBBING GUIDES	57080 miles
03/21/2001	025618	#	2202 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE	57080 miles
03/21/2001	025618	B	E7501 - STEER LOCK PART RPL	57080 miles
11/25/2000	214383	#	E7501 - STEER LOCK PART RPL	46989 miles
11/25/2000	221530	#	T2020 - WARRANTY TOWING	46989 miles
06/01/2000	022474	#	N0110 - BATTERY REPLACE ONE	29128 miles
04/27/2000	049557	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE	26585 miles

GM Vehicle Inquiry System - Summary

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01/04/2000	039753	#	B5500 - RR LID LOCK R&R/RPL	16885 miles
01/04/2000	039753	#	Z7902 - COURTESY TRANSPORTATION DAY 2	16885 miles
01/04/2000	039753	#	B7301 - STEER LOCK PART RPL	16885 miles
11/30/1999	037923	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	13541 miles
08/11/1999	026768	#	C1061 - L/F DR W/STP AGN/RP	3655 miles
08/11/1999	026768	#	C1060 - R/F DR W/STP AGN/RP	3655 miles
08/11/1999	026768	#	C4683 - RR CMPT FLR CARP RP	3655 miles
08/11/1999	026768	#	Z7901 - COURTESY TRANSPORTATION DAY 1	3655 miles
07/26/1999	025208	#	C3361 - OR/INSERT, FRONT DOOR SILL - REPLACE	2153 miles
06/16/1999	A32004	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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VIN:	1G1YY12G6X5132004
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CLAIM HISTORY

Repair Order Date:		03/21/2001		Repair Order Number:		025618		Odometer Reading:		57080 miles		
Served By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15488 ORLANDO, FL 32858 (407) 295-7000				Selling Source:		13 - CHEVROLET				
						Site Code:		26339				
						Business Associate Code:		114731				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
03/27/2001	155	01	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES				10306414 - GUIDE KIT				Y
03/27/2001	155	02	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE				10446575 - REGULATOR				Y
03/27/2001	155	03	B	E7501 - STEER LOCK PART RPL				26050960 - LOCK				Y

Repair Order Date:		11/25/2000		Repair Order Number:		214383		Odometer Reading:		46989 miles					
Served By:		LOU BACHRODT CHEVROLET, INC. PO BOX 939 POMPANO BEACH, FL 33061-0939 (954) 971-3000				Selling Source:			13 - CHEVROLET						
						Site Code:			26039						
						Business Associate Code:			114741						
Cycle Date:		Cycle Nbr		Case		Type		Labor Operation			Part		Comments		
12/01/2000		122		01		#		E7501 - STEER LOCK PART RPL			26050960 - LOCK			N	

Repair Order Date:		11/25/2000		Repair Order Number:		221530		Odometer Reading:		46989 miles	
Served By:	LOU BACHRODT CHEVROLET, INC. PO BOX 939 POMPANO BEACH, FL 33061-0939 (954) 971-3000					Selling Source:			13 - CHEVROLET		
						Site Code:			26039		
						Business Associate Code:			114741		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
02/02/2001	140	01	#	T2020 - WARRANTY TOWING				N/A		N	

Repair Order Date:	06/01/2000	Repair Order Number:	052474	Odometer Reading:	29129 miles
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GM Vehicle Inquiry System - Claim History

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Serviced By:	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32858 (407) 293-7000			Selling Source:		13 - CHEVROLET
				Site Code:		26339
				Business Associate Code:		114731
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
05/06/2000	71	01	#	N0110 - BATTERY REPLACE ONE	19801632 - BATTERY	N

Repair Order Date:		04/21/2000		Repair Order Number:		049577		Odometer Reading:		26585 miles	
Serviced By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32858 (407) 293-7000				Selling Source:			13 - CHEVROLET		
						Site Code:			26339		
						Business Associate Code:			114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
05/02/2000	61	01	#	C0182 - RIGHT FT DOOR WINDOW (POWER) RAR OR REPLACE				10446575 - REGULATOR		N	

Repair Order Date:		01/04/2000		Repair Order Number:		039713		Odometer Reading:		16885 miles	
Serviced By:	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32858 (407) 293-7000					Selling Source:			13 - CHEVROLET		
						Site Code:			26339		
						Business Associate Code:			114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part			Comments	
02/04/2000	36	01	#	Z7902 - COURTESY TRANSPORTATION DAY 2			N/A			N	
01/14/2000	30	01	#	B3500 - RR LID LOCK R&R/RPL			N/A			N	
01/07/2000	28	01	#	B7501 - STEER LOCK PART RPL			26050960 - LOCK			N	

Repair Order Date:		11/30/1999		Repair Order Number:		037023		Odometer Reading:		13541 miles	
Serviced By:	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32858 (407) 293-7000					Selling Source:		13 - CHEVROLET			
						Site Code:		26339			
						Business Associate Code:		114731			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
12/03/1999	18	01	#	Z5000 - DEALER/RETAILER TRADE (PART OBTAINED LOCALLY)				N/A		N	
12/03/1999	18	02	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE				10417573 - REGULATOR		N	

Repair Order Date:		08/11/1999	Repair Order Number:		026708	Odometer Reading:		3655 miles
Serviced By:	DON MEALEY CHEVROLET OLDSMOBILE			Selling Source:		13 - CHEVROLET		

GM Vehicle Inquiry System - Claim History

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By:		PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000		Site Code:		26339
				Business Associate Code:		114731
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/20/1999	987	01	#	C1061 - L/P DR W/STP AGN/RP	10415922 - W/STR-WDO	N
08/20/1999	987	02	#	C1060 - R/P DR W/STP AGN/RP	10415921 - W/STR-WDO	N
08/20/1999	987	03	#	C4683 - RR CMPT FLR CARP RP	10402712 - TRIM ASM	N
08/20/1999	987	04	#	Z7901 - COURTESY TRANSPORTATION DAY 1	N/A	N

Repair Order Date:		07/26/1999	Repair Order Number:		025208	Odometer Reading:		2133 miles
Served By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000		Selling Source:		13 - CHEVROLET		
				Site Code:		26339		
				Business Associate Code:		114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments		
07/30/1999	981	01	#	C3361 - OR/ INSERT, FRONT DOOR SILL - REPLACE	10408975 - FLT-SILL/T	N		

Repair Order Date:		06/16/1999	Repair Order Number:		A32004	Odometer Reading:		0 miles
Served By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000		Selling Source:		13 - CHEVROLET		
				Site Code:		26339		
				Business Associate Code:		114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments		
06/21/1999	969	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N		

Orlando, FL



04-23-01PU1:35 RCVD

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, Mich.

48232-8170

48232X5170 51



April 20, 2001

BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, Va. 22203-1804

Dear Sir or Madam:

I am currently in a 5-year lease program for a 1999 Chevrolet Corvette which I leased from Don Mealy Chevrolet in Orlando, FL. Since I leased this car (July 5, 1999) the steering column lock has malfunctioned and has had to be replaced 3 times. The attached vehicle repair history shows the aforementioned to be true. The service advisor has told me that at some random point in time the steering column lock decides that the car is being stolen. This activates the anti-theft mechanism and locks the steering column rendering the vehicle completely inoperable. Unfortunately when this happens, as it has three times now, the vehicle has to be towed to the nearest dealership and I am left stranded. On one occasion I was stranded over 150 miles from home on Thanksgiving Day and had to stay overnight and missed having dinner with my family.

I drive nearly 100 miles per day, and I am terrified every day wondering if today is the day it will decide to lock up again and leave me stranded or cause me to be late for work or an appointment.

Andy Taylor, the service advisor at Don Mealy, has serviced my car for two of the column locks; one was replaced at Lou Bachrodt Chevrolet in Pompano Beach Florida. After the third failed column lock, we (my friend/advisor Nick Fantozzi and I) told Mr. Taylor that we thought the car was creating serious safety concerns for me. We asked if there was a permanent fix for this problem, or if this was going to be a recurring problem for this vehicle. Mr. Taylor advised us that Chevrolet was aware of this problem and that there was no guaranteed fix. We asked Mr. Taylor about the Lemon Law and how it would apply to this situation, we thought that the logical solution would be to get out of this leased vehicle and in to a car that would be dependable. Mr. Taylor referred us to the Service Manager at Don Mealy, Bill Waymire.

Mr. Waymire supported our assertion that the car was a lemon and encouraged us to begin the lemon law process. He said that there was an arbitration formula to determine if you owed GM any money on the car, and gave me the formula. By that formula, I am due approximately \$700 back from the car (I have since made another payment of \$665).

The Motor Vehicle Defect Notification was sent to Tallahassee and to GM March 30, 2001.

Annette Findlay, Customer Relationship Manager from GM acknowledged the receipt of the form in the attached letter dated April 9, 2001. We spoke back and forth April 10-13. She said that under the lemon law GM was due a forth and final fix before the car was classed as a lemon. However, since there was not an ongoing problem I would have to have the steering column go out a forth time before they would do any thing further. Since having it fixed a fourth time meant that it had so malfunction a fourth time, which meant that I had to be STRANDED A FOURTH TIME, I opted to pass on the offer. Thank you.

April 20, 2001

After speaking to Ms Findley, We called Mr. Wymire at Don Mealy and requested a quote on a Blazer or other SUV on Wednesday, April 11. We thought this would be a reliable replacement. The sales manager and EVERYONE at the dealership were aware of the problems I had with my Corvette at this point. By Friday, I had not gotten any response from Don Mealy. Apparent that I was getting no help at Don Mealy I decided not to depend on them to help me. Additionally I decided that since there was obviously no concern for my safety at Chevrolet, I might be better with another manufacturer.

On Friday, April 13, I called Annette Findley and told her that the offers were not acceptable, and that I would go to arbitration to have the lease cancelled. I went to Bob Dance Dodge and purchased a Durango that same afternoon.

The Corvette is now parked at my home. I am driving the Durango only.

I would like the lease canceled and the car to be returned to GM as soon as possible.

In conclusion, my family and I base my actions upon concern for my safety. Recalling my Thanksgiving Day adventure... where I was forced to sit roadside, sharing my afternoon with a dozen or so homeless people who were graciously offering to share their wine and food with me while I waited for a tow truck (scared to death).

Sincerely,





GMC

April 9, 2001

[REDACTED]
Oviedo, Florida [REDACTED]

Request Number: C03764243
Vin: 1G1YY12G6XS132004

Dear [REDACTED]

Thank you for your recent correspondence dated March 30, 2001. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Annette Findley
Customer Relationship Manager

1-800-231-1991

157619

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Help

VIN:	1G1YY12G6X5132004
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VEHICLE INFORMATION

Marketing Model:	1YY37 - 1999 CORVETTE HARDTOP	Warranty Start Date:	07/06/1999
BAR Order Type	70 - RETAIL - STOCK		
Delivering Dealer:	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 13688 ORLANDO, FL 32838 (407) 293-7000	Selling Source:	13 - CHEVROLET
		Site Code:	26339
		Business Associate Code:	114731
Service Contract	No	Branded Title	No
Warranty Block	No	FDI Status	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00834	LAP BELT WEBBING TWISTED	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	07/06/1999	12 miles	7/6/2002	36012 miles
72/100 SHEET METAL RUST-THROUGH	07/06/1999	12 miles	7/6/2005	100012 miles
36/36 CORROSION	07/06/1999	12 miles	7/6/2002	36012 miles
96/90 PCM/CC EMISSIONS	07/06/1999	12 miles	7/6/2007	80012 miles
36/36 FEDERAL EMISSIONS	07/06/1999	12 miles	7/6/2002	36012 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/21/2001	025618	#	V0505 - INSPECT LAP BELT RETRACTORS, INSTALL WEBBING GUIDES	57080 miles
03/21/2001	025618	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE.	57080 miles
03/21/2001	025618	B	E7301 - STEER LOCK PART RPL	57080 miles
11/25/2000	214383	#	E7301 - STEER LOCK PART RPL	46989 miles
11/25/2000	221530	#	T2020 - WARRANTY TOWING	46989 miles
06/01/2000	032474	#	N0110 - BATTERY REPLACE ONE	29129 miles
04/27/2000	049557	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE.	26585 miles

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01/04/2000	039753	#	B5900 - RR LID LOCK R&R/RPL	16885 miles
01/04/2000	039753	#	Z7902 - COURTESY TRANSPORTATION DAY 2	16885 miles
01/04/2000	039753	#	X7501 - STEER LOCK PART RPL	16885 miles
11/30/1999	037023	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	13541 miles
11/30/1999	037023	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE	13541 miles
08/11/1999	026768	#	C1061 - L/F DR W/STP AGN/RP	3655 miles
08/11/1999	026768	#	C1060 - R/T DR W/STP AGN/RP	3655 miles
08/11/1999	026768	#	C4683 - RR CMPT FLR CARP RP	3655 miles
08/11/1999	026768	#	Z7901 - COURTESY TRANSPORTATION DAY 1	3655 miles
07/26/1999	023208	#	C3361 - OR/INSERT, FRONT DOOR SILL - REPLACE	2153 miles
06/16/1999	A32004	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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VIN:	1G1YY12G6XS132004
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CLAIM HISTORY

Repair Order Date:		03/21/2001		Repair Order Number:		025618		Odometer Reading:		57080 miles		
Service By:	DON MBALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32858 (407) 293-7000					Selling Source:			13 - CHEVROLET			
						Site Code:			26339			
						Business Associate Code:			114731			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
03/27/2001	155	01	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES				10306414 - GUIDE KIT				Y
03/27/2001	155	02	#	C0182 - RIGHT FT DOOR WINDOW (POWER) RAR OR REPLACE				10446375 - REGULATOR				Y
03/27/2001	155	03	B	B7501 - STEER LOCK PART RPL				26050960 - LOCK				Y

Repair Order Date		11/25/2000		Repair Order Number		214383		Odometer Reading		46989 miles	
Service By	LOU BACHRODT CHEVROLET, INC. PO BOX 939 POMPANO BEACH, FL 33061-0939 (954) 971-3000					Selling Source:			13 - CHEVROLET		
						Site Code:			26039		
						Business Associate Code:			114741		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
12/01/2000	122	01	#	B7501 - STEER LOCK PART RPL				26050960 - LOCK			N

Repair Order Date:		11/25/2000		Repair Order Number:		221530		Odometer Reading:		46989 miles	
Service By:	LOU BACHRODT CHEVROLET, INC. PO BOX 939 POMPANO BEACH, FL 33061-0939 (954) 971-3000					Selling Source:			13 - CHEVROLET		
						Site Code:			26039		
						Business Associate Code:			114741		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
02/02/2001	140	01	#	T2020 - WARRANTY TOWING				N/A		N	

Repair Order Date:	06/01/2000	Repair Order Number:	052474	Odometer Reading:	29129 miles
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GM Vehicle Inquiry System - Claim History

Page 2 of 3

Served By:	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000			Selling Source:		13 - CHEVROLET		
				Site Code:		26339		
				Business Associate Code:		114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Comments
06/06/2000	71	01	#	N0110 - BATTERY REPLACE ONE		19001632 - BATTERY		N

Repair Order Date:		04/27/2000		Repair Order Number:		049557		Odometer Reading:		26985 miles	
Served By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000				Selling Source:		13 - CHEVROLET			
						Site Code:		26339			
						Business Associate Code:		114731			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
05/02/2000	61	01	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE				10446573 - REGULATOR		N	

Repair Order Date:		01/04/2000		Repair Order Number:		639753		Odometer Reading:		16825 miles	
Served By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000				Selling Source:			13 - CHEVROLET		
						Site Code:			26339		
						Business Associate Code:			114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part			Comments	
02/04/2000	36	01	#	Z7902 - COURTESY TRANSPORTATION DAY 2			N/A			N	
01/14/2000	30	01	#	B5560 - RR LID LOCK R&R/RPL			N/A			N	
01/07/2000	28	01	#	B7501 - STEER LOCK PART RPL			26050960 - LOCK			N	

Repair Order Date:		11/30/1999		Repair Order Number:		037023		Odometer Reading:		13541 miles	
Served By:	DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000					Selling Source:			13 - CHEVROLET		
						Site Code:			26339		
						Business Associate Code:			114731		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
12/03/1999	18	01	#	Z3000 - DEALER/RETAILER TRADE (PART OBTAINED LOCALLY)				N/A			N
12/03/1999	18	02	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE				10417573 - REGULATOR			N

Repair Order Date:		08/11/1999	Repair Order Number:		026768	Odometer Reading:		3635 miles
Served By:	DON MEALEY CHEVROLET OLDSMOBILE			Selling Source:		13 - CHEVROLET		

GM Vehicle Inquiry System - Claim History

Page 3 of 3

By:	PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000			Site Code:	26339	
				Business Associate Code:	114731	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/20/1999	987	01	#	C1061 - L/P DR W/STP AGNRP	10415922 - W/STR-WDO	N
08/20/1999	987	02	#	C1060 - R/P DR W/STP AGNRP	10415921 - W/STR-WDO	N
08/20/1999	987	03	#	C4683 - RR CMPT FLR CARP RP	10402712 - TRIM ASM	N
08/20/1999	987	04	#	Z7901 - COURTESY TRANSPORTATION DAY 1	N/A	N

Repair Order Date:		07/26/1999		Repair Order Number:		023208		Odometer Reading:		2153 miles		
Serviced By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000				Selling Source:		13 - CHEVROLET				
						Site Code:		26339				
						Business Associate Code:		114731				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
07/30/1999	981	01	#	GJ381 - OR/INSERT, FRONT DOOR BELL - REPLACE				10420975 - PLT-BLL/T				N

Repair Order Date:		06/16/1999		Repair Order Number:		A32004		Odometer Reading:		0 miles		
Serviced By:		DON MEALEY CHEVROLET OLDSMOBILE PO BOX 15688 ORLANDO, FL 32838 (407) 295-7000				Selling Source:		13 - CHEVROLET				
						Site Code:		26339				
						Business Associate Code:		114731				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
06/21/1999	969	01	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE				N/A				N

4-30-51 2:16

STANDARD OVERNIGHT

1031

[1] 2000

15 7978 3702-500

Ballway St:
30 APR 1961

DTW

-MI-US

XH-NFB

[illegible]

2. The

FINCOIN - PAPER

MI



GMC

April 9, 2001

[REDACTED]
Oviedo, Florida [REDACTED]

Request Number: C03764243

Vin: 1G1YY12G6XS132004

Dear [REDACTED]

Thank you for your recent correspondence dated March 30, 2001. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Annette Findlay
Customer Relationship Manager

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5656859	VIN Number:	1G1YY12G8Y5106500
Date Opened:	6/7/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B26463	Model:	13182
Address:	BOB STEELE CHEVROLET COCOA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING INTERMITTENT STEERING CO

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/07/2002 15:39:02 SBD TEMPLATE - ROSS

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) BILL WATKINS (TECH)

CUSTOMER CONCERN - STEERING COLUMN WILL NOT UNLOCK (SERVICE STEERING COLUMN LOCK MESSAGE)

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

CAMPAIGN 01044 PERFORMED IN AUG 2001, NEW LOCK MOTOR, HARNESS, AND RELAY WERE INSTALLED.

TAC RECOMMENDATION - PI A001782

97-01 CORVETTE YB COLUMN LOCK CONCERNS AND CAMPAIGN 01044 SUPPLEMENT
-RECHECK CAMPAIGN STEPS

OTHER CASE RESOLUTIONS:

-CLEANED G201 AND G202

EA02-031 / GM22C

-REPLACED STEERING LOCK

-REPLACE LOOSE TERMINAL AT CAMPAIGN JUMPER WIRE TO BCM PIN A8

-REPLACED ELC RELAY

REPORT

08/07/2002 15:39:02 HISTORY - ROSS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5778786	VIN Number:	1G1YY12G8Y5114264
Date Opened:	7/29/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B03648	mileage:	24957
Address:	PERRY CHEVROLET INC COLUMBIA	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK STEERING STEERING CO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/28/2002 12:51:40 SBD TEMPLATE - BACK

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)

TIM RAINEY TECH

CUSTOMER CONCERN -

STEERING COLUMN LOCKED

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STS NO CODES, UNABLE TO DUPLICATE

DLR STS ANOTHER DEALER HAS PERFORMED 01044

DLR STS DOESN'T KNOW IF THERE WAS A MESSAGE DISPLAYED WITH COLUMN LOCKING CONCERN

DLR STS HAS INSPECTED CONNECTIONS AND WIRING OF CAMPAIGN COMPONENTS

TAC RECOMMENDATION -

ADVISED TO INSPECT G201 AND G202 FOR POOR CONTACT

ADVISED PI A001782

MANUAL TRANSMISSION VEHICLES: THE ECL WILL BE REPLACED WITH AN IMPROVED

PART. THE SINGLE POLE, SINGLE THROW (SPST) ECL RELAY THAT IS EXTERNAL TO THE BCM WILL BE REPLACED WITH A DOUBLE POLE, DOUBLE THROW (DPDT) RELAY.

07/29/2002 12:51:40 HISTORY - BACK

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Riverview FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-126254628 VIN: 1G1YY12G6YE120274
DATE OPENED: 2003-08-04 MODEL YEAR: 2000
DATE CLOSED: 2003-08-22 SERIES: Corvette
SOURCE: Phone MILEAGE: 47000.0000000
SRC TYPE: N/AYes DELIVERY DATE:
SRC PARENT: DEALER NAME: Ferman Motor Car Company, Inc.
DEALER ADDRESS: 9751 Adamo Dr, Tampa, FL, 33619-2613, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Inoperative

*****WORK HISTORY*****

steering lock out; ; 2003-08-04
2003-08-05
info on diagnosis of steering; ; 2003-08-05
2003-08-20
1; ; 2003-08-20
2003-08-20
dealer; ; 2003-08-20
2003-08-20
tel number came from dealer; ; 2003-08-20
2003-08-20
unable to contact; ; 2003-08-20
2003-08-20
Created: CAC_RS0006. SR#1-126254628; ; 2003-08-20
2003-08-20
submit unable to contact letter for review and submission; ; 2003-08-22
2003-08-22
Cust Unavailable/Unable to Contact - FINAL APPROVAL; ; 2003-08-22
2003-08-22
Service Request has been Closed Satisfied.; ; 2003-08-22

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
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:

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****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:

October 23, 2003

[REDACTED]
Riverview, FL [REDACTED]

Service Request: S1-126254628

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2000 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Virginia Beaty
Customer Relationship Manager
866-952-4368 ext. 57042
RS0006-T/ish