

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

SANTER , CA

CASE NUMBER: 04145785 VIN: 1G1YY128415122261  
MODEL YEAR: 2001  
DATE OPENED: 2001-05-10 SERIES: CORVETTE Z06  
DATE CLOSED: 2001-05-10 MILEAGE: 2700  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BOB BAKER CHEVROLET/SUBARU  
BRC PARENT: DEALER ADDRESS: 900 ARNELA AVE., EL CAJON, CA, 92020, USA

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

A14 Dealer Service/Modification/Parts Delay Other  
1 REPAIR ATTEMPT(S) cust feels excessive work done

C51 Windshield Other  
1 REPAIR ATTEMPT(S) windshield line clogged

M01 Steering General Other  
1 REPAIR ATTEMPT(S) locked up

unhappy with service

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

Cust stated the veh went to the shop with a few minor repairs and has come out with steering column that was locked up. Cust had no problem with the steering column when he took it to the dealer. Cust seeks to know if there is a big problem with the steering columns of these corvettes. crm to research. System down. c/b set for; 0; 358370691  
2001-05-10

CUST STATES THAT THERE WAS A ONE INCH CRACK ON HOOD OF VEH. DLR STATES THAT SOMEONE HAD CLOSED THE HOOD ON THE OIL COVER CAP WHICH CAUSED CRACK. CRACK WAS ON THE VEH BEFORE OIL CHANGE. DLR WILL NOT COVER UNDER WARRANTY. CUST STATES THAT THIS IS A WORKMANSHIP ISSUE. CUST SEEKS FOR REPAIR TO BE COVERED UNDER WARRANTY. CRM CONTACTED DLR. SPOKE W/SVC MGR DAVE. DAVE STATES THAT THERE IS A DENT UNDER THE HOOD IN A PERFECT CIRCLE LIKE THE OIL CAP, WHERE THE OIL CAP IS. THIS IS FIRST TIME HAVE TOUCHED VEH. CRM ADVED CUST OF INFO. CRM ADVED OF NO ASST. CUST DOES NOT AGREE THAT THIS IS RIGHT. SARAH SCHMIDT/CAC/PDX; 0; 358376561

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

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

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

MOUNT BELVIEU

TX

HOME PHONE:

CASE NUMBER: 05111819

VIN: 1G1YY12B415124043

MODEL YEAR: 2001

DATE OPENED: 2001-07-30

SERIES: CORVETTE Z06

DATE CLOSED: 2001-07-30

MILEAGE: 33000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME:

BRC PARTENT:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Other  
LOCKING UPA07 Referred to Dealer  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
DIAGNOSIS

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

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

CUST STATES THAT HE RECEIVED A NOTICE ABOUT A CAMPAIGN ON HIS VEH. CUST STATES THAT THE DLRSHIP WILL LOOK AT VEH, VERIFY THE CAMPAIGN AND THEN HAVE CAMPAIGN PART ORDERED AND THEN WORK ON THE VEH. CUST SEEKING THE PART ORDERED SO THAT HE CAN JUST GO TO THE DLRSHIP AND HAVE VEH REPAIRED W/OUT ALL THIS TIME GOING BACK AND FORTH BETWEEN DLRSHIP. CRM VERIFIED VIN NUMBER TWICE AND ADVISED THE CUST THAT THE CAMPAIGN NOTICE WAS FOR HIS PREVIOUS 1999 CORVETTE NOT HIS NEW 2001 CORVETTE. CRM ADVISED THE CUST THAT THERE ARE NO CAMPAIGNS/RECALLS ON THE CUST VEH AT THIS TIME. CUST STATES THAT HE IS HAVING A STEERING MALFUNCTION WHERE IT WILL LOCK UP ON HIM. CRM ADVISED THE CUST THAT THE NEXT TIME THAT IT OCCURS, TO HAVE VEH TOWED TO THE DLRSHIP SO THAT THE DLRSHIP CAN SEE THE MALFUNCTION AT THE TIME THAT IT OCCURS. CRM GAVE REQUEST NUMBER FOR ANY OTHER QUESTIONS/CONCERNS. JENNIFER HERBERT TIER1/ATX; 0; 365361080

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

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:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6481983	VIN Number:	1G1YY12S415129520	
Date Opened:	5/19/2003	Model Year:	2001	
Date Closed:		Series:	Corvette	
Dealer Code:	B11056	Mileage:	12585	
Address:	JERRY BIGGERS CHEVROLET	I	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— LOCK STEERING A000285 STEERING COLUMN WILL NO

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/19/2003 17:31:12 SBD TEMPLATE - DORLAND

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)

PETE GIRARD TECH

CUSTOMER CONCERN -SERVICE COLUMN LOCK ON AND COLUMN WILL NOT LOCK

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

TECH STATES THAT THE STEERING COLUMN WILL NOT LOCK. TECH HAS FOLLOWED FLOW CHART FOR COLUMN LOCK INOP AND IS LOOKING FOR FURTHER ASSISTANCE ON THIS PROBLEM. TECH STATES THAT HE HAS NO CODES, NO PARTS REPLACED AND NO REPAIRS HAVE BEEN MADE.

TAC RECOMMENDATION -ADVISED TECH OF A000285 CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR INTERMITTENTLY STAYS LOCKED. FAXED HIM INFORMATION. TECH IS TO CONTINUE DIAGNOSTICS AND REPORT RESULTS.

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# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5891398	VIN Number:	1G1YY12S425113092
Date Opened:	9/16/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B06330	Mileage:	4726
Address:	JN CHEVROLET HONOLULU HI	State:	HI
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—

09/16/2002 16:36:05 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

\_1\_ 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) TODD CARREIRA

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN DOES NOT UNLOCK.

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

TECH STATES THAT THERE ARE NO CODES AND HE IS UNABLE TO DUPLICATE. TECH IS CALLING FOR INFORMATION.

TAG RECOMMENDATION -

INFORMED TECH OFF A POSSIBLE RELAY CONCERN PER OTHER CASES. TAG SUGGEST CHECKING CONNECTOR PIN TENSION.

09/16/2002 16:36:05 HISTORY - COLEMAN

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6278194	VIN Number:	1G1YY12S425125811
Date Opened:	2/21/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B19447	Mileage:	4106
Address:	RON TONKIN CHEVROLET PORTLAND	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING ALLEGED COLUMN LOCKED WH  
RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/21/2003 16:51:45 88D TEMPLATE - COLEMAN  
STRATEGY BASED DIAGNOSTICS

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

\_11\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

02/21/2003 16:51:45 HISTORY - COLEMAN

02/21/2003 17:01:10 COLEMAN -CASE UPDATE

CALLER'S NAME (FIRST, LAST, AND POSITION) BOB ALEXANDER TECH

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

\_11\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLED WITH A CUSTOMER ASSISTANCE NUMBER 465726. TECH STATES THAT HE HAS

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MULTIPLE CODES, STATES THAT THE BATTERY WAS LOW. CHARGED BATTERY AND STATES THAT THE SYSTEM IS WORKING OK. TECH WAS CALLING TO OPEN A CASE.

**NEW RECOMMENDATIONS**

TAC OPENED CASE AS REQUESTED.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Dix Hills NY [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-125256150 VIN: 1G1YY128525104322  
MODEL YEAR: 2002  
DATE OPENED: 2003-07-31 SERIES: Corvette  
DATE CLOSED: MILEAGE: 11000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Huntington Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 370 Oakwood Rd, Huntington Station, NY, 11746-7214, USA

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

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

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

RFI Recall/Special Policies - Steering lock; ; 2003-08-18  
2003-07-31  
Diagnosis follow up; ; 2003-07-31  
2003-08-18  
Complaint veh; ; 2003-08-18  
2003-08-18  
Steering lock; ; 2003-08-18  
2003-08-18  
Diagnosis follow up; ; 2003-08-18  
2003-09-02  
Follow up with customer for veh performance/steering lock concern; ; 2003-09-02  
2003-08-20  
Steering locked - flat bed to dlr - unable to dupe; ; 2003-08-20  
2003-08-20  
Steering locked - flat bed to dlr - unable to dupe; ; 2003-08-20  
2003-08-20  
Steering locked - flat bed to dlr - unable to dupe; ; 2003-08-20  
2003-08-20  
Follow up VMs recieved; ; 2003-08-20  
2003-09-03  
Diagnosis follow up - GM funnel questions; ; 2003-09-03  
2003-08-20  
Review for LOF/Tire Rotation and Balance; ; 2003-09-17

2003-09-03

Diagnosis follow up - GW funnel questions; ; 2003-09-03  
2003-09-18

Diagnosis follow up - GW funnel questions; ; 2003-09-17  
2003-09-03

Svc Mgr Tiffany Zubuda returned call - provided diagnosis/repair info; ; 2003-09-03  
2003-09-17

Offer LOF/Tire rotation and ballance; ; 2003-09-17  
2003-09-25

Offer LOF/Tire rotation and ballance; ; 2003-09-17

\*\*\*\*\*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:  
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

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

NAME:

INTEREST PAID:  
DEALER BUYOFF:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

ADDRESS :



# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6465157	VIN Number:	1G1YY12S525105910
Date Opened:	5/13/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B14439	Mileage:	6468
Address:	CHRISTIE CHEVROLET-OMATHEWS	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCKED NO COMMUNICATION WI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/13/2003 08:47:52 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

\_1\_ 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) EDWARD SEIDEL SM

CUSTOMER CONCERN - HE STS THE COLUMN LOCK IS INOPERATIVE AND THE WINDSHIELD WIPER IS INOPERATIVE.

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

HE STS NO COMMUNICATION WITH THE MSM. HE STS NO PARTS HAVE BEEN REPLACED.

HE STS A DTC'S OF U1064 IN THE DDM AND PDM. HE IS INQUIRING ON ANY INFORMATION.

TAC RECOMMENDATION -

-ADVISED TO PERFORM A LOADED VOLTAGE DROP TEST WITH A HALOGEN BULB ON POWER CIRCUITS 1740 AND 1840.

-ADVISED TO ALSO CHECK THE GROUND CIRCUIT 150 TO G205.

-ADVISED TO CHECK FOR CLASS 2 VOLTAGE FLUCTUATION AT THE SCM CIRCUIT 1048

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C1 TERMINAL 9 WITH THE FLUKE METER.

-ADVISED IF ALL THE ABOVE ARE VALIDATED THEN REPLACE THE SCM AND EVALUATE THE CONCERN.

06/13/2003 08:47:52 HISTORY - RAUCH

06/13/2003 10:13:28 SANFORD -

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

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

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH ADVISED THE VEHICLE IS NOT TELESCOPIC COLUMN EQUIPPED. SEEKING INFO ON UNLOCKING COLUMN ENOUGH TO MOVE FROM MIDDLE OF SHOP, STUCK IN MIDDLE OF SHOP.

NEW RECOMMENDATIONS: ADVISED TO CHECK RELAY, POSSIBLY POWER UP SOLENOID TO RELEASE STEERING ENOUGH TO MOVE IN SHOP. CONTINUE SBD.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6628937	VIN Number:	1G1YY12S525110329
Date Opened:	7/17/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B14262	Mileage:	13185
Address:	HOFFMAN CHEV OLD CADHAGERSTOWN	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/17/2003 10:30:44 SBD TEMPLATE - PIZZINO

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) LES POWELL, TECH

CUSTOMER CONCERN -

STRG COLUMN WAS LOCKED WHEN VEH STARTED

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

TECH STATES CUST HAD THE VEH TOWED IN. TECH STATES WHEN HE STARTED VEH EVERYTHING WAS OK. TECH STATES HE HAS NO DTC'S OR MESSAGES AND IS LOOKING FOR FURTHER INFO/SUGGESTIONS.

TAC RECOMMENDATION -

I ADVISED TECH PER PREVIOUS CASES TO INSPECT THE STRG COLUMN LOCK ACTUATOR AND REPAIR AS NECESSARY.

07/17/2003 10:30:44 HISTORY - PIZZINO

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5878139	VIN Number:	1G1YY12S525115255
Date Opened:	9/11/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B02045	Mileage:	7625
Address:	SCRANTON CHEVROLET L WINDSOR	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK ALLEGED COLUMN WONT  
RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/11/2002 09:05:37 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME RAY MERZ

CUSTOMER CONCERN - ALLEGED COLUMN WONT UNLOCK

DEALER COMMENTS/DIAGNOSIS - TECH STATES NOT ABLE TO DUPLICATE THIS  
CONCERN. TECH STATES THERE IS A B0516 IN THE BCM.

TAC RECOMMENDATION - ADVISED TECH TO GET MORE INFO FROM THE CUSTOMER WHAT  
THE DIC READS. IF IT'S PULL KEY AND WAITS 10 MIN CHECK KEY INPUT/OUTPUT  
STATUS. A FEW CASES LIKE THIS REPLACED THE ALC RELAY.

09/11/2002 09:05:37 HISTORY - RADZIOCH

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5923374	VIN Number:	1G1YY12S525131276
Date Opened:	9/27/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B26039	Mileage:	1093
Address:	LOU BACHRODT CHEVROL POMPANO BE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK INTERMITTENT LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/27/2002 14:44:05 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)

ROB HERSHEY (TECH)

CUSTOMER CONCERN -

SERVICE COLUMN LOCK.

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

TECH CALLED STATES THAT THE COLUMN WAS LOCK WHEN TO GET CAR AND IS NOW UNLOCKED. TECH STATES THAT ALL WIRING CHECK OK. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH TO CHECK PINS AT THE BCM. ADVISED TECH TO CHECK PINS ON RELAY. ADVISED NO BULLETIN OR PI'S. ADVISED SIMILAR CASES SHOW RELAY REPLACEMENT.

09/27/2002 14:44:05 HISTORY - WENGER

EA02-031 / GM22C

10/02/2002 16:54:58 GEMUS  
POSITION)

-CALLER'S NAME (FIRST, LAST, AND

\_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)

DLR STATES VEHICLE CAME IN FOR THE STEERING COLUMN LOCKED ...WHEN VEHICLE  
GETS TO THE DLR BY TOW TRUCK THERE IS NOTHING WRONG WITH THE CAR. TECH  
CANNOT DUPLICATE THE CONCERN ...

NEW RECOMMENDATIONS SUGG IF ALL GROUNDS ARE GOOD THEN SUGG DLR REPLACE  
THE ACTUATOR .....43584

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5688142	VIN Number:	1G1YY12S815101511	
Date Opened:	6/19/2002	Model Year:	2001	
Date Closed:		Series:	Corvette	
Dealer Code:	B24018	Mileage:	18512	
Address:	BAY CHEVROLET INC MOBILE	AL	State:	AL
Dealer Phone:				

SYMPTOM ABSTRACT— LOCK STEERING STEERING LOCK ENGAGED ALLEGED P

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/19/2002 09:21:58 SBD TEMPLATE - DARR

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) CHARLIE WEAVER (TECH)

CUSTOMER CONCERN -DLR STS CUST STS THE STEERING WHEEL LOCKED AND THE CUST WAS UNABLE TO DRIVE THE VEHICLE.

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

DLR STS HE HAS NOT BEEN ABLE TO VERIFY THE CONCERN. DLR STS NO CODES ARE PRESENT. DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO TRY AND VERIFY THE CONCERN. ADV DLR TO CHECK G201 AND G202 PER P/I # A000265.

DLR TO ADV TAC.

06/19/2002 09:21:58 HISTORY - DARR

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5791192	VIN Number:	1G1YY12S815104876
Date Opened:	8/6/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B16013	Mileage:	2600
Address:	HERITAGE CHEVROLET-BLUGOFF	State:	SC
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN INOPERATIVE LOCK STEERING STEERING COL

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/06/2002 10:59:16 SBD TEMPLATE - THOMPSON

STRATEGY BASED DIAGNOSTICS

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

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

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

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

JEFF- TECH

CUSTOMER CONCERN -

TECH STS STEERING COLUMN WON'T TURN;

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

TECH STS WHEELS ARE TURNED, CANNOT MOVE VEH ONTO TOW TRUCK; ASKING FOR SUGGESTIONS TO UNLOCK, SO VEH WILL BE MOVED FOR TOWING;

TAG RECOMMENDATION -

TAC DIRECTED TECH TO SI DOC# 680161; SUGGESTED TECH REMOVE ECL MOD, STEERING CAN BE STRAIGHTENED FOR TOWING;

TECH TO COMPLY, ADVISE...

EA62-831 / GM22C





# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5890669	VIN Number:	1G1YY12S615105333
Date Opened:	9/16/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B47020	MI/Range:	18743
Address:	LOU BACHRODT CHEV ROCKFORD	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING SERVICE COLUMN LOCK A000

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/16/2002 14:53:33 SBD TEMPLATE - KOSMOWSKI

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)

ROGER COLLINS, TECHNICIAN

CUSTOMER CONCERN -

DEALER STATES WHILE THE VEHICLE WAS IN FOR SERVICE THE STEERING COLUMN WOULD NOT UNLOCK.

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

DEALER STATES THE TSB DOES NOT APPLY TO THIS VEHICLE. DEALER STATES THEY CALLED LOOKING FOR INFORMATION.

TAC RECOMMENDATION -

ADVISED DEALER OF SIMILAR CASES WITH STEERING COLUMN LOCK ACTUATOR BEING REPLACED. ADVISED DEALER OF INFORMATION IN PI A000285:

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.

09/16/2002 14:53:33 HISTORY - KOSMOWSKI

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6714573	VIN Number:	1G1YY12S815107258
Date Opened:	8/20/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B14347	Mileage:	15061
Address:	ANTWERPEN CHEVROLET RANDALLSTO	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— IGNITION COLUMN LOCK SERVICE COLUMN MESSAGE

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/20/2003 09:40:34 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)

KEVIN STEVENSON (TECH)

CUSTOMER CONCERN -

SERVICE COLUMN LOCK.

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

TECH CALLED STATES HAS STEERING COLUMN LOCK. TECH STATES HAS THE MESSAGE AND IT IS CURRENTLY LOCKED. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH TO CHECK G201, G202. ADVISED TO CHECK FOR POWER ON TERMINAL C & GROUND ON D AT C207. SHOULD HAVE 12VOLTS ON TERMINAL A AND B SHOULD BE GROUND. ADVISED SIMILAR CASES SHOW THE RELAY AND/OR ACTUATOR. DEALER TO REPORT.

EA92-031 / GM22C

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# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4971927	VIN Number:	1G1YY12B616113559
Date Opened:	8/16/2001	Model Year:	2001
Date Closed:	9/21/2001	Series:	Corvette
Dealer Code:	B14257	Mileage:	9512
Address:	PATRICK CHEVROLET IN RICHMOND	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT--- CAMPAIGN 01044  
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---

08/16/2001 13:59:43 SBD TEMPLATE - JASKULA  
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)  
\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION  
\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION  
\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP  
\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES  
\_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED  
\_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) 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  
\_N\_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED  
08/16/2001 13:59:43 HISTORY - JASKULA  
DEALER STATES STRG COLUMN IS LOCKED.  
DEALER REQUESTING INFO ON CAMPAIGN 01044.  
REC DEALER VIN DOESN'T FALL WITHIN.  
REC DEALER TO ADDRESS PI A000265.  
A000265A 5-22-01 SUPERSEDES A000265 9-7-99  
CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR  
INTERMITTENTLY STAYS LOCKED.

**CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL 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.**

**THE P1 NUMBER (#) MUST BE INCLUDED ON THE TAC CASE NON KEYWORD LINE, WHENEVER IT'S RECOMMENDED TO A TECHNICIAN.**

**MODELS:**

**1997 - 2001 CHEVROLET CORVETTE**

**P1 SOURCE - NAME/PHONE: DAVE PEACY, BQM  
GM LIAISON/AUTH**

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5895673	VIN Number:	1G1YY128625100888
Date Opened:	9/18/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B02309	Mileage:	10635
Address:	PAUL CONTE CHEVROLET FREEPORT	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK THEFT/DETERRENT WILL NOT UNLOCK AT  
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/18/2002 08:11:04 SBD TEMPLATE - CIARKOWSKI  
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)

- MARIO VASQUEZ- TECHNICIAN

CUSTOMER CONCERN

- COLUMN WILL NOT UNLOCK AT TIMES

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

- DEALER HAS NOT DUPLICATED THE CONCERN

- HISTORY DTC: P1431 U1100

TAC RECOMMENDATION

- ADVISED DEALER TO GET MORE INFO AND ATTEMPT TO DUPLICATE THE CONCERN

- ADVISED DEALER OF RESOLUTIONS



09/18/2002 08:11:04 HISTORY - CIARKOWSKI

09/27/2002 15:25:22 BATES -DEALER SURVEY WAS PERFORMED

DEALER TECH, MARIO VASQUEZ, CALLED IN SURVEY PER HIS SM REQUEST. TECH STATES HE HAS THE FAX SURVEY, BUT HIS SM WANTED THE INFORMATION CALLED IN.

JOE BATES-43587

TEAM LEADER/ ELEC. GRP.

10/01/2002 10:41:24 MEYERS -DEALER SURVEY WAS PERFORMED

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6009669	VIN Number:	1G1YY12S825103454
Date Opened:	11/4/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B26148	Mileage:	18370
Address:	ROGER DEAN CHEVROLET VERO BEACH	State:	FL
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN WOULD NOT UNLOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/04/2002 11:54:30 SBD TEMPLATE - RATCLIFF

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)

TODD MAXTED

CUSTOMER CONCERN -

STEERING COLUMN WOULD NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -

CANNOT DUPLICATE.

TAC RECOMMENDATION -

DISCUSSED ADDITIONAL STEERING COLUMN LOCK DIAGNOSIS AS PER PI A000265.

11/04/2002 11:54:30 HISTORY - RATCLIFF

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6576375	VIN Number:	1G1YY12S825109741
Date Opened:	6/25/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B15500	Mileage:	8201
Address:	PORTER CHEVROLET NEWARK	State:	DE
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK COLUMN WONT UNLOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/25/2003 16:17:29 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME BOB BRUCKART

CUSTOMER CONCERN - DEALER USED STOCK

DEALER COMMENTS/DIAGNOSIS - TECH STATES THE COLUMN WAS LOCKED ON THE USED CAR LOT. THE SERVICE MANGER PULL THE BCM FUSE TO PULL IT INTO THE SHOP. THE S/M DIDN'T CHECK FOR COLUMN STATUS OR DTC BEFORE PULL THE FUSE, CANT DUPLICATE THE CONCERN.

TAG RECOMMENDATION - A000286

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

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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.

08/25/2003 16:17:29 HISTORY - RADZIOCH

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6756642	VIN Number:	1G1YY12S625130248
Date Opened:	9/5/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B10479	Mileage:	1300
Address:	TEAM CHEVROLET, OLDS SCOTTS BLUFF	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT--- PERFORMANCE STEERING WHEEL WILL NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/05/2003 12:30:37 SBD TEMPLATE - SAVOY

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) BRET BELGUM ( TECH )

CUSTOMER CONCERN - CUSTOMER STATES THAT THE STEERING WHEEL DOES NOT UNLOCK.

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

BRET BELGUM SAYS THAT HE IS ABLE TO DUPLICATE THIS CONCERN AND SAYS THAT THE SERVICE COLUMN LOCK LIGHT IS ON. BRET BELGUM SAYS THAT HE HAS REPLACED THE BCM AND SAYS THAT THE LIGHT IS STILL ON. BRET BELGUM SAYS THAT HE WAS CALLING FOR ADVISE.

TAG RECOMMENDATION -

ADVISED DEALER OF OTHER CASES FOR COLUMN LOCK MOTOR REPLACEMENT FOR THIS CONCERN.

09/05/2003 12:30:37 HISTORY - SAVOY

EA82-031 / GM22C

09/05/2003 15:35:38 PIZZINO - TECH CALLED BACK AND STATES  
HE HAS TRIED ANOTHER LOCK MOTOR BUT NO CHANGE. I ADVISED TECH TO CHECK  
G201 AND 202. I ADVISED TECH TO REVIEW DOC I.D. 782385. TECH TO COMPLY.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5636426	VIN Number:	1G1YY12S715113795
Date Opened:	5/30/2002	Model Year:	2001
Date Closed:	6/7/2002	Series:	Corvette
Dealer Code:	B13056	Mileage:	7000
Address:	FARNSWORTH CHEVROLET CANANDAIGUA	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN WONT UNLOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/30/2002 11:08:20 SBD TEMPLATE - WEST

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) MILES DEY TECH

CUSTOMER CONCERN - COLUMN WONT UNLOCK

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

TECH CAN DUP AND STS THE KEY WONT UNLOCK . TECH LOOKING FOR INFO ON PI # A000265

TAC RECOMMENDATION - ADVISED TECH ON PI FOR THIS CONCERN

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL 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

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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.

05/30/2002 11:08:20 HISTORY - WEST

06/07/2002 13:45:31 ERMAN - CASE CLOSING FAX

TECH STATES REPLACED STEERING LOCK MODULE PART # 28050860. LOCK MOTOR WAS BINDING.



# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6408867	VIN Number:	1G1YY12S715118842
Date Opened:	4/21/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B07515	Mileage:	17794
Address:	ALLEN SAMUELS CHEVROWACO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING A001782 COLUMN LOCKS INT

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/21/2003 09:57:48 SBD TEMPLATE - THOMPSON

STRATEGY BASED DIAGNOSTICS

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

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

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

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

LARRY- TECH

CUSTOMER CONCERN -

TECH STS CUST STS STEERING COLUMN WILL LOCK INTERMITTANTLY;

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, 91 SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STS HAS NOT DUPLICATED; STS HAS MESSAGES IN DIC FOR VSS TACH, NO COMMS WITH CCM, PCM IPC;

TAC RECOMMENDATION -

TAC DISCUSSED PI A001782 WHICH STS IN PART

\* 2001 VEHICLES:

THE PROCEDURES OUTLINED IN CAMPAIGN 01044 SHOULD NOT BE PERFORMED ON ANY 2001 & NEWER VEHICLES AS ALL THE ENHANCEMENTS FOR THE CAMPAIGN WERE

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IMPLEMENTED AT START OF PRODUCTION 2001 MODEL YEAR.\*

TAC SUGGESTED TECH CK IPC PCM CCM PWRS GNDS, RETEST;

TECH TO COMPLY, ADVISE...

04/21/2003 09:57:48 HISTORY - THOMPSON

04/21/2003 12:07:03 DIEHL -

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

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

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

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

FOUND OPEN IN COLUMN LOCK MOTOR.

NEW RECOMMENDATIONS

A000285; CHECK (LOAD TEST) G201 REPAIR AS NEEDED THEN REPLACE COLUMN  
LOCK MOTOR.

04/21/2003 16:58:23 HAWKINS -

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

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

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

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

DLR STS HE DOES NOT UNDERSTAND THE TEST PROCEDURE AND SCHEMATIC.

NEW RECOMMENDATIONS

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

WE ARE INTERESTED IN KNOWING ABOUT ANY CORVETTE THAT HAS ALLEGEDLY HAD

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

MIKE HAWKINS

04/22/2003 15:29:10 ESCH

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY JACKSON TECH

\_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)

DEALER STATES HAS PERFORMED BULLETIN 02-00-89-022 AND IS WAITING FOR CALL  
BACK AND ENGINEER TO COME OUT AND LOOK AT VEHICLE.

NEW RECOMMENDATIONS

TAC ADVISE TO GET AVM AND SERVICE MANGER INVOLVED WITH THIS CONCERN TO  
GET ENGINEER OUT TO INSPECT VEHICLE.

04/23/2003 13:29:21 ESCH

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY JACKSON TECH

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

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DEALER STATES STILL WAITING FOR CALL FROM ENGINEERING.

CUSTOMER STATES WHEN BACKING OUT OF DRIVEWAY COLUMN LOCK UP AND STAYED  
LOCK UP FOR 2 DAYS.

DEALER STATES SERVICE MANAGER CALLED LEMAN CUMMINS AVM.

DEALER STATES HAS CODE B0507 B2587 B2592 ALL IN HISTORY.

DEALER STATES UNABLE TO DUPLICATE CONCERN.

DEALER STATES REPLACED STEERING COLUMN LOCK.

DEALER STATES FOLLOWED FLOW CHART DOCUMENT ID # 827052 AND TEST LIGHT

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DOESN'T LIGHT AT BCM PIN A8 CONNECTOR 3 AND LEADS HIM TO REPLACE BCM.  
DEALER STATES PERFORMED DRAG TEST ON WIRES GOING TO BCM.  
DEALER STATES BACK PROBE TERM A8 WITH TEST LIGHT HOOKED TO BATTERY  
POSITIVE AND TEST LIGHT LIGHTS.  
DEALER STATES WITH TEST LIGHT BACK PROBED AT BCM PIN A8, THE ONLY WAY IT  
WILL LIGHT IS WHEN CYCLE KEY ON THAN OFF AND REMOVE KEY TEST LIGHT LIGHTS  
FOR ABOUT 3 SECONDS.

**NEW RECOMMENDATIONS**

TAC MADE FOLLOW UP CALL TO FIND OUT WHAT WAS GOING ON WITH VEHICLE AND TO  
GET ADDITIONAL INFORMATION.

TAC ADVISE WILL CALL BACK WITH ADDITIONAL INFORMATION AS FOLLOWS:

TAC ADVISE TO COMPARE WITH LIKE VEHICLE TO BACK PROBE PIN A8 TO SEE IF  
HAS POWER.

TAC ADVISE PER JERRY SEARS TO REMOVE BCM INPUTS TO SEE IF POWER COMES  
BACK ON PIN A8.

TAC ADVISE PER JERRY SEARS IF POWER DOESN'T COME BACK TO REPLACE BCM.  
TAC ADVISE TO CALL BACK WITH RESULTS.

04/24/2003 07:45:52 MIKOLAIZIK - AS PER INFORMATION FROM BCM  
DAVE PEACY, THEY WILL GET INVOLVED WITH THIS DLR TO HELP RESOLVE. SINCE  
THIS HAS BEEN "DISTURBED" HOWEVER IT IS UNLIKELY THEY WILL BE SENDING  
ANYONE TO LOOK AT VEHICLE.

CONTINUE TO ATTEMPT RESOLUTION UNTIL AN ENTRY INTO TEXT FROM DAVE OR  
MYSELF TELLS YOU OTHERWISE.

04/24/2003 09:07:44 LOFFREDI - TRANSFER TO CHRIS ESCH'S VME  
PER TECH'S REQUEST

04/24/2003 10:00:11 ESCH - PER MIKOLAIZIK IS TAKING OVER  
THE CASE.

04/24/2003 11:34:56 GARBARINO - TRANSFERRED TO CHRIS ESCH AS  
PER DLR REQUEST.

04/24/2003 15:02:13 ESCH -  
CALLER'S NAME (FIRST, LAST, AND POSITION)

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

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

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

DEALER STATES BELIEVES WIRING DIAGRAM IS WRONG AND UNABLE TO DUPLICATE

CONCERN.

**NEW RECOMMENDATIONS**

TAC CALLED TECH. AND TOLD HIM IF UNABLE TO DUPLICATE CONCERN AND NO CODES TO PUT CAR BACK TOGETHER AND GAVE BACK TO CUSTOMER.

TAC ADVISE IF CUSTOMER HAS PROBLEM WITH STEERING LOCKING UP TO GET CAR TOWED TO DEALERSHIP AND DON'T TOUCH VEHICLE AND FILL OUT FIELD REPORT TO GET A ENGINEER OUT TO LOOK A VEHICLE.

I CHRIS ESCH WAS TOLD THIS BY TEAM LEADER DAVE DEWEESE TO TELL THIS INFORMATION TO LARRY JACKSON.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4861483	VIN Number:	1G1YY12S715126804
Date Opened:	7/5/2001	Model Year:	2001
Date Closed:	7/20/2001	Series:	Corvette
Dealer Code:	B14429	Mileage:	823
Address:	SHELOR CHEVROLET CORCHRISTIANSB	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— INDICATOR LOCK STEERING SERVICE COLUM LOCK L

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/05/2001 14:44:51 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

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

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

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

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

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

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

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

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

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

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

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

07/05/2001 14:44:51 HISTORY - BENNETT

CONCERN: SERVICE COLUM LOCK LIGHT.

A000285A 5-22-01 SUPERSEDES A000285 9-7-99

CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR  
INTERMITTENTLY STAYS LOCKED.

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW

THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL 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.

07/20/2001 14:20:38 MEYERS - DEALER SURVEY WAS PERFORMED  
07/20/2001 16:25:25 LESZCZYNSKI - CALLED IN CASE CLOSING

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6066389	VIN Number:	1G1YY12S815101171
Date Opened:	11/27/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B08576	Mileage:	8759
Address:	COBB PARKWAY CHEVROLSMYRNA	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/27/2002 09:23:24 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)

TODD BYRD SF

CUSTOMER CONCERN -

STEERING COLUMN LOCKED A COUPLE OF TIMES.

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

DEALER CALLED STATES CAN NOT DUPLICATE THE CONCERN. DEALER STATES THAT IF DOES NOT FALL WITH IN CAMPAIGN. DEALER LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED NO BULLETIN OR P'S. ADVISED TO CHECK G201, G202, CHECK PIN

TENSION AT BCM & ACTUATOR, CHECK IGN CYLINDER CONNECTOR FOR GOOD KEY IN CYLINDER SIGNAL. ADVISED POSSIBLE ACTUATOR CONCERN.

11/27/2002 09:23:24 HISTORY - WENGER

EA02-031 / GM22C





# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5685814	VIN Number:	1G1YY12S815102191
Date Opened:	6/20/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	G42400	Mileage:	32020
Address:	COACHELLA VALLEY PONTIAC	State:	CA
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN LOCK STEERING WHEEL INTERMITTENTLY WI

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/20/2002 16:04:48 SBD TEMPLATE - HALLER

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) CHRIS WELLS TECH

CUSTOMER CONCERN - ALLEGEDLY AT TIMES THE STEERING COLUMN WILL NOT  
UNLOCK.

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

DLR STS HE CANNOT VERIFY THE CONCERN AND HAS NO DTC'S. DLR SEEKING  
SUGGESTIONS.

TAC RECOMMENDATION - TAC ADV DLR OF TSB 01-02-35-008 TO REPAIR THIS  
CONCERN.

06/20/2002 16:04:46 HISTORY - HALLER.

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING WHEEL INTERMITTENTLY WI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/20/2002 16:04:46 SBD TEMPLATE - HALLER

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) CHRIS WELLS TECH

CUSTOMER CONCERN - ALLEGEDLY AT TIMES THE STEERING COLUMN WILL NOT  
UNLOCK.

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

DLR STS HE CANNOT VERIFY THE CONCERN AND HAS NO DTC'S. DLR SEEKING  
SUGGESTIONS.

TAC RECOMMENDATION - TAC ADV DLR OF TSB 01-02-35-008 TO REPAIR THIS  
CONCERN.

06/20/2002 16:04:46 HISTORY - HALLER

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6594795	VIN Number:	1G1YY12S815117550
Date Opened:	7/3/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B28022	Mileage:	4217
Address:	AL BAUMANN CHEVROLET FREMONT	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STRG COLUMN LOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/03/2003 09:11:59 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JIM TECH.

CUSTOMER CONCERN - STRG COLUMN LOCK WOULD NOT DISENGAGE.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE TECH STS HE CANNOT DUPLICATE THE CONDITION. DLR LOOKING FOR SIMILAR CASES.

TAC RECOMMENDATION - TAC ADVISED THE DLR TO CHECK KEY STATUS IN BCM, CHECK GROUNDS, AND FAXED DLR INFO FROM P/I A000285. BROWN 40708.

07/03/2003 09:11:59 HISTORY - BROWN

07/08/2003 14:00:11 CALDRONE - JOE BUCHANAN, TECH

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

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

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

EA62-931 / GM22C

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

ANOTHER TECH, JIM VANDERLAAR, PERFORMED CHECKS PER PI A000285, BUT DID NOT REPLACE ANY PARTS. VEHICLE RETURNED TODAY WITH SAME CONCERN, STEERING COLUMN WOULD NOT UNLOCK WHEN VEHICLE WAS STARTED. VEHICLE WAS TOWED IN AND HAD A DISCHARGED BATTERY.

TECH JOE BUCHANAN CALLED SEEKING ADDITIONAL ASSISTANCE. TECH CHARGED AND TESTED BATTERY, BATTERY TESTED GOOD WITH MIDTRONICS TESTER. VEHICLE STARTS AND RUNS AND TECH IS NOT ABLE TO DUPLICATE CUSTOMER CONCERN. TECH ASKING IF COLUMN LOCK CONCERN COULD CAUSE BCM TO "STAY AWAKE" AND DISCHARGE BATTERY.

#### NEW RECOMMENDATIONS

CONTINUE TO ATTEMPT TO DUPLICATE CONCERN. IF ABLE TO DUPLICATE, RECORD "COLUMN LOCK STATE" FROM BCM DATA LIST. USE SI 399898 TO DIAGNOSE "COLUMN LOCK STATE".

IF NOT ABLE TO DUPLICATE, CLEAN AND TIGHTEN G210 AND G202, RESTRING CIRCUIT 1601 (BETWEEN BCM AND C207), REPLACE COLUMN LOCK MOTOR.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5873786	VIN Number:	1G1YY12S815124918
Date Opened:	9/9/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B05251	Mileage:	23386
Address:	RUSS ROGERS CHEVROLEBARTLESVILLE	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/09/2002 17:14:18 SBD TEMPLATE - KAY

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)

MITCH FUGETT

CUSTOMER CONCERN -

STEERING COLUMN LOCKED,

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

TECH HAS DUPLICATED THE CONCERN, TECH HAS PERFORMED PUBLISHED AND REPLACED BCM WITH NO CHANGE, TECH IS CALLING FOR REPAIR

TAG RECOMMENDATION -

ADVISED TECH TO REVIEW DOCUMENT ID # 818927 AND REPAIR VEHICLE AS NEEDED,

TECH TO REPORT RESULT,

09/09/2002 17:14:18 HISTORY - KAY

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

WILMINGTON

DE

HOME PHONE:

CASE NUMBER: 05765584

VIN: 1G1YY128825105237

MODEL YEAR: 2002

DATE OPENED: 2001-10-29

SERIES: UNKNOWN

DATE CLOSED: 2001-10-29

MILEAGE: 600

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: PORTER CHEVROLET

BRC PARENT:

DEALER ADDRESS: 414 E CLEVELAND AVE., NEWARK, DE, 19711, USA

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

M01 Steering General  
0 REPAIR ATTEMPT(S)Inoperative  
SVC COLUMN LIGHT/LOCKUP

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\_Corepol 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 STS HE CALLED ROADSIDE ASST THIS WEEKEND SINCE HE WAS STRANDED DUE TO HIS SVC COLUMN LIGHT, STEERING LOCKED UP VEH WOULD NOT START. CUST SEEKING TO GET A DLRSHIP THAT CAN WORK ON HIS VEH ASAP AND REPAIR IT. CRM ADVISED CUST BY CALLING DIVER CHEV THEN CALLING PORTER CHEVY. CRM SPOKE TO SVC MGR HERB HOFFLINGER HE STS HE COULD SEE VEH ON THURS AND WOULD NEED A TECH TO LOOK AT VEH FIRST TO DETERMINE WHAT PARTS ARE GOING TO BE NEEDED. CUST STS HE WANTED SVC MGR TO ORDER ALL PARTS FIRST BEFORE TAKING HIS VEH TO DLR. DLR STS THAT COULD NOT BE DONE VEH WOULD NEED TO BE LOOKED AT BY TECH FIRST TO DETERMINE WHAT PARTS ARE GOING TO BE NEEDED IF THERE ARE NEEDED PARTS. DLR WOULD THEN ORDER THEM AND VEH WOULD MORE THAN LIKELY NEED TO STAY AT DLR LONGER THAN A DAY. CUST STS HE REFUSED TO TAKE VEH TO PORTER DID NOT WANT TO LEAVE HIS VEH LONGER THAN A DAY. CUST STS WANTS VEH IN AND OUT THE SAME DAY. MISTY KLINEFELTER/ATX/CAC; 0; 373214356

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:



OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

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:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Cypress, CA

CASE NUMBER: 1-66852738 VIN: 1G1YY128825108204  
MODEL YEAR: 2002  
DATE OPENED: 2003-01-24 SERIES: Corvette  
DATE CLOSED: 2003-03-18 MILEAGE: 21000.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: N/AYes DEALER NAME: Cormier Chevrolet Company  
ERC PARENT: DEALER ADDRESS: 2201 E 223rd St, Long Beach, CA, 90810-1614, USA

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

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

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

asdf; ; 2003-01-24  
2003-01-24

Steering Wheel Locked; ; 2003-01-24  
2003-01-24

Conferenced in to Roadside assistance; ; 2003-01-24  
2003-01-28

s1-66852738BakerDrew Corvette Steering wheel Lockup; ; 2003-02-05  
2003-02-05

callback To see if the customer is satisfied; ; 2003-02-05  
2003-02-06

s1-66852738CUST 12-2; ; 2003-03-01  
2003-02-06

callback To see if the customer is satisfied; ; 2003-02-06  
2003-03-01

submitted call CAC Letter for approval; ; 2003-03-05  
2003-03-01

Created: CAC\_RS0006. SR#1-66852738; ; 2003-03-01  
2003-03-05

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-03-05  
2003-03-05

Service Request has been Closed Satisfied.; ; 2003-03-05  
2003-03-11

Service Request Ownership has changed FROM: STRADMINP TO: HOSTETLK; ; 2003-03-11  
2003-03-12

1-66852738; ; 2003-03-12  
2003-03-12

Cust; ; 2003-03-12

1-66852738; ; 2003-03-18  
2003-03-18

Cust rec'd ltr; ; 2003-03-18  
2003-03-18

See inbound call cust 3/18/03; ; 2003-03-18  
2003-03-18

Service Request has been Closed Satisfied.; ; 2003-03-18

\*\*\*\*\*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:  
 PRODUCT CODE:

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

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

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:

ADDRESS:

CONTACT PHONE:

October 23, 2003

[REDACTED]  
Cypress, CA [REDACTED]

Service Request: S1-66852738

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2002 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,

Peter Straumfjord  
Customer Relationship Manager

RS0006-P/ctw

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6200986	VIN Number:	1G1YY12S825108204
Date Opened:	1/27/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B20127	Mileage:	21618
Address:	CORMIER CHEVROLET COLONG BEACH	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN SERVICE COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

01/27/2003 11:38:24 SBD TEMPLATE - HAJJ

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) HECTOR ARLLANO

CUSTOMER CONCERN - ALLEGED STEERING COLUMN LOCKED INTERMITTENTLY

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

DLR STS HAS NO CODES. DLR WAS LOOKING FOR INFO. DLR UNABLE TO DUPLICATE CONDITION.

TAC RECOMMENDATION - ADVISED DLR TO DUPLICATE. HAJJ 40772

01/27/2003 11:38:24 HISTORY - HAJJ

01/27/2003 13:57:31 RADZWILOWICZ - CASE UPDATE

CALLER'S NAME: GARY LOY SERVICE MANAGER

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

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

EA82-831 / GM22C

Page 1 of 1



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

THE TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN AND THE TECH IS CALLING FOR ANY COMMON CASES. THE SERVICE MANAGER WANTS TO PUT A STEERING COLUMN LOCK MOTOR IN THE VEHICLE.

**NEW RECOMMENDATIONS:**

- 1) ADVISE THE TECH TO DUPLICATE THE CONCERN AND CHECK THE POWER AND GROUND STATUS AT THE ECL MOTOR.
- 2) ADVISE THE TECH TO CONTACT THE AVM AS FAR AS THE REPLACEMENT OF THE ECL MOTOR WITHOUT DUPLICATING THE CONCERN.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Franklin Park  
NJ

HOME PHONE:

CASE NUMBER: 1-67113005

VIN: 1G1YY12S825134253

DATE OPENED: 2003-01-27

MODEL YEAR: 2002

DATE CLOSED: 2003-02-25

SERIES: Corvette

SOURCE: Survey

MILEAGE: 6500.000000

ERC TYPE: N/A

DELIVERY DATE:

ERC PARENT:

DEALER NAME: Ramsey Chevrolet-Geo, Inc.

0730,

DEALER ADDRESS: 145 Route 17 South, Upper Saddle River, NJ, 07458-

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

C41 Weather Strip

0 REPAIR ATTEMPT(S)

Leaks Water

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

SURVEYS GENERAL CSI Indexed 1/27/03 Scanned: 2003-01-23-18.53.48.000000, MEXIDOCNUM: VIN; ;

2003-01-30

2003-01-30

No contact; ; 2003-01-30

2003-01-30

Sending SU0003; ; 2003-01-30

2003-01-30

Created: CAC\_SU0003. SR#1-67113005; ; 2003-01-30

2003-01-30

Sending SU0003; ; 2003-02-03

2003-02-03

Service Request has been Closed Satisfied.; ; 2003-02-03

2003-02-11

SR in Status of Closed has been Re-Opened by DEVERAFD; ; 2003-02-11

2003-02-11

1-67113005: Water leaks / steering column locked up - all resolved but cust was inconvenienced; ; 2003-02-17

2003-02-11

Service Request Ownership has changed FROM: SHELBY TO: DEVERAFD; ; 2003-02-11

2003-02-11

1-67113005: Additional notes; ; 2003-02-17

2003-02-14

1-67113005: est-Next dlr call for further research; ; 2003-02-14

2003-02-14

1-67113005: est-Next cust contact, 02/14, 7-9pm/est; ; 2003-02-17  
2003-02-19

1-67113005: est-Next cust contact, 02/19, 5-7pm/est; ; 2003-02-21  
2003-02-21

1-67113005: Creating outbound correspondence; ; 2003-02-21  
2003-02-21

Created: CAC\_RS0006. SR#1-67113005; ; 2003-02-21  
2003-02-21

1-67113005: Outbound correspondence to letter approval queue; ; 2003-02-25  
2003-02-25

Service Request has been Closed Satisfied.; ; 2003-02-25

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

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

NAME: CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 23, 2003

[REDACTED]  
Franklin Park, NJ [REDACTED]

Service Request: S1-67113005

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2002 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,

Fidel DeVera  
Customer Relationship Manager

RS0006-P/dag

October 23, 2003

[REDACTED]  
Franklin Park, NJ [REDACTED]

Service Request: S1-67113005

Dear [REDACTED]

Thank you for your recent comments regarding your 2002 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 service 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,

Sarah Shelby  
Customer Relationship Manager

SU0003-P/dam



## Service Satisfaction Survey

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

Franklin Park NJ

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Home telephone: XXXXXXXXXX

Change to: ( )

Please provide us with your preferred Email address

Dear

Our records indicate that you had your 2002 Corvette serviced at Ramsey Chevrolet Geo on December 1, 2002. 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 Ramsey Chevrolet Geo.

Sincerely,

Charles F. Ugo  
Director of Operations

### 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 2002 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON DECEMBER 1, 2002, 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"/> |
|   | Yes                                 | No                       | Does Not Apply/Not Required         | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly?.....   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                          |                          |
|   | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

### About Your Service Consultant/Advisor

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



## About Your Service Consultant/Advisor - Continued

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant?.....                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## About Service Delivery

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: |                                     |                          |                          |                          |                          |
| - The time it took to complete the transaction?.....              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?.....                          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?.....                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- IF NO, why not? (check all that apply)
- |   |  |
|---|--|
| <input type="checkbox"/> Condition explained - repair not necessary<br><input type="checkbox"/> Work performed did not correct the problem<br><input type="checkbox"/> Service Department could not duplicate problem<br><input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Parts not available<br><input type="checkbox"/> I declined repair<br><input type="checkbox"/> Other (please specify) _____<br><input type="checkbox"/> Don't know |
|---|--|

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

## Summing Up Your Experience

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Ramsey Chevrolet Geo? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
|  | Definitely Would                    | Probably Would           | Might/ Might Not         | Probably Not                        | Definitely Not           |
| 17. Would you recommend this dealership for service? .....                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied     |
| 18. Overall, how satisfied are you with your 2002 Corvette? .....                                | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 19. Do you have any comments/recommendations about your Dealership: <u>Excellent!</u>            |                                     |                          |                          |                                     |                          |

Vehicle: A "Fishman" - Call me I'll explain - # 732.745.1703 (home)

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4981899	VIN Number:	1G1YY12S915114270
Date Opened:	8/21/2001	Model Year:	2001
Date Closed:	8/21/2001	Series:	Corvette
Dealer Code:	B02107	Mileage:	10041
Address:	RAMP CHEVROLET INC PORT JEFFERSON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK MANUAL STEERING TRANSMISSION COLU

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/21/2001 11:38:00 SBD TEMPLATE - RICHARDSON

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

\_Y\_ (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\_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED COLUMN LOCK  
ACTUATOR

08/21/2001 11:38:00 HISTORY - RICHARDSON

DLR STS CAR TOWED IN WITH COLUMN LOCKED, NO CODES, DLR REPLACED COLUMN  
LOCK ACTUATOR TO CORRECT CONDITION, DLR CALLING TO SEE IF ANY COMMON  
CAUSES BECAUSE OF THE RECALL ON PREVIOUS MODEL YEARS

ADVISE DLR ONE REASON FOR RECALL IS TO MAKE PREVIOUS MODEL YEARS FUNCTION

AS 2001+ MODEL YEARS WILL

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5804658	VIN Number:	1G1YY12S925104307
Date Opened:	8/12/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B24512	Mileage:	17221
Address:	SPRINGHILL MOTOR CO SPRINGHILL	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/12/2002 11:18:31 SBD TEMPLATE - LEIBENGOOD

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) TECH RICK

CUSTOMER CONCERN - STEERING COLUMN LOCKED NO START (HAPPENED 1X)

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

TECH STS THERE IS NO DTC'S. UNABLE TO VERIFY CONDITION. TECH SEEKING CASE INFO.

TAG RECOMMENDATION -

REC: TECH CHECK THE KEY IN/OUT STATUS WITH TECH2.

ADVISE TECH OF OTHER SIMILAR CASES OF ELC LOCK RELAY CONCERNS.

TECH TO ADVISE

08/12/2002 11:18:31 HISTORY - LEIBENGOOD

08/12/2002 16:48:55 BACK -

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

RICK WENTZ SER ADV

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

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

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

DLR STS CANT FIND LOCATION OF ALC RELAY

NEW RECOMMENDATIONS

ADVISED TO REFER TO ID 714307

08/12/2002 15:44:49 RADZIOCH -

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

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_14\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES THE COLUMN WILL NOT UNLOCK. TECH STATES THE ALC RELAY WAS  
REPLACED, TECH STATES THERE ARE NO DTC IN THE BCM. TECH STATES THE  
A-PILLAR GROUNDS ARE GOOD.

NEW RECOMMENDATIONS

ADVISED TECH TO CHECK FOR POWER AT C207 PIN C AND D. USING THE SCAN TOOL  
AND COMMAND LOCK UNLOCK.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Bowling Green

KY

HOME PHONE:

CASE NUMBER: 1-111444429

VIN:

1G1YY128925106171

DATE OPENED: 2003-06-20

MODEL YEAR:

2002

DATE CLOSED: 2003-07-23

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

19509.0000000

ERC TYPE: N/Ayes

DELIVERY DATE:

ERC PARENT:

DEALER NAME: Campbell Chevrolet of Bowling Green KY, Inc.

4197, USA

DEALER ADDRESS: 2151 Scottsville Rd, Bowling Green, KY, 42104-

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering concerns; ; 2003-06-20

2003-06-20

Srvc advisor; ; 2003-06-20

2003-06-20

Service Request has been Closed Satisfied.; ; 2003-06-20

2003-07-23

SR in Status of Closed has been Re-Opened by MEEKSB; ; 2003-07-23

2003-07-23

Steering locking up; ; 2003-07-23

2003-07-23

FYI; ; 2003-07-23

2003-07-23

Service Request has been Closed Satisfied.; ; 2003-07-23

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

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

NAME:

ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

## REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE 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:	6645965	VIN Number:	1G1YY12S025106171
Date Opened:	7/23/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B17092	Mileage:	21099
Address:	CAMPBELL CHEV OF BOWBOWLING GRE	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STRG COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/23/2003 16:11:20 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME (FIRST, LAST, AND POSITION) DON TECH.

CUSTOMER CONCERN - STRG COLUMN LOCKED.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE TECH STS HE REPLACED THE COLUMN LOCK ACOUPLE OF MONTHS AGO. DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - TAC ADVISED THE DLR TO FOLLOW PUBLISHED DIAG. IF NEC. "B" CLAIM THE LOCK MOTOR AND REPLACE IT AS A FAILED PART. BROWN 40708.

07/23/2003 16:11:20 HISTORY - BROWN

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6056274	VIN Number:	1G1YY12S925109961
Date Opened:	11/21/2002	Model Year:	2002
Date Closed:	5/23/2003	Series:	Corvette
Dealer Code:	B06051	Mileage:	8752
Address:	SANTA ROSA CHEVROLETSANTA ROSA	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN INTERMIT

RESOLUTION ABSTRACT- STEER LOCK PLATE RP

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/21/2002 18:30:14 SBD TEMPLATE - SEGAN

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)

TRANSFERED TO STEERING.....

11/21/2002 18:30:14 HISTORY - SEGAN

11/21/2002 18:40:28 SLEEMAN -CALLER'S NAME (FIRST, LAST, AND  
POSITION)

BARRETTE WHITE, TECHNICIAN

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

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

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

CUSTOMER STATES THE COLUMN DID NOT UNLOCK. THE TOW DRIVERS SAID HE PUT  
THE VEHICLE ON THE FLAT BED AND AFTER DOING SO THE COLUMN UNLOCKED. HE IS  
UNABLE TO DUPLICATE THE CONDITION AT THIS TIME.

**NEW RECOMMENDATIONS**

**ADVISED THE COLUMN LOCK MOTOR IS SUSPECT. SUGGESTED HE REPLACE IT.**

**05/23/2003 13:45:39 SEGAN**

**- CASE CLOSING**

**DLR REPLACED THE STEERING COLUMN LOCK MOTOR**

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6698341	VIN Number:	1G1YY12S935118919
Date Opened:	8/11/2003	Model Year:	2003
Date Closed:		Series:	Corvette
Dealer Code:	B44029	Mileage:	2872
Address:	GARBER CHEVROLET, INMIDLAND	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STRG COLUMN LOCKED MESSA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/11/2003 08:23:17 SBD TEMPLATE - BROWN  
STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE TECH.

CUSTOMER CONCERN - STRG COLUMN LOCKED.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,  
COMPARE TO LIKE VEHICLE?) THE TECH STS HE HAS NOT DONE ANY BEGINING DIAG.  
THE TECH IS LOOKING FOR OTHER SIMILAR CASES.

TAC RECOMMENDATION - TAC ADVISED THE DLR THERE IS NO LARGE GROUP OF CASES  
IN THE DATABASE FOR ANY PARTICULAR FAILURE. TAC ADVISED THE DLR TO CHECK  
FOR CODES AND THEN FOLLOW THE FLOW CHARTS. BROWN 40708.

08/11/2003 08:23:17 HISTORY - BROWN

08/11/2003 08:47:22 ELDORADO -

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

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

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

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

NEW RECOMMENDATIONS

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6751688	VIN Number:	1G1YY12SX15104881
Date Opened:	9/4/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B05433	Mileage:	19749
Address:	DON KAHAN CHEVROLET LEES SUMMIT	State:	MO
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/04/2003 09:14:03 SBD TEMPLATE - GEMUS

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)

CUSTOMER CONCERN -STEERING COLUMN LOCKED ON STARTUP

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

DLR WAS CALLING TO SEE IF HE CAN MODIFY THE ACTUATOR TO ELIMINATE THE LOCK FEATURE...

TAC RECOMMENDATION -

SUGG DLR NO THEY CANNOT BE MODIFIED .....

09/04/2003 09:14:03 HISTORY - GEMUS

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6429235	VIN Number:	1G1YY12SX15107778
Date Opened:	4/29/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B02272	Mileage:	13720
Address:	JOHN LUCAS CHEVROLET WANAMASSA	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN WON'T UN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/29/2003 08:34:33 SBD TEMPLATE - GEMUS

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) CHARLIE BOWMAN TECH

CUSTOMER CONCERN -STEERING COLUMN WON'T UNLOCK

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

DLR STATES HE CAN DUPLICATE THE CONCERN AND CAN SEE THE BCM RESPONDING TO THE KEY ENTRY INTO THE LOCK CYL ....TECH CANNOT DUPLICATE THE CONCERN AND THE COLUMN IS WORKING FINE NOW .....

TAC RECOMMENDATION -

SUGG DLR TECH REPLACE THE COLUMN ACTUATOR....A3584

04/29/2003 08:34:33 HISTORY - GEMUS

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6492974	VIN Number:	1G1YY12SX15124578
Date Opened:	5/22/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B06012	Mileage:	34629
Address:	TRACY CHEVROLET-BUIC	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING KEY TURNS COLUMN IS LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/22/2003 16:57:56 SBD TEMPLATE - STRETLIEN

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) RYAN JOHNSON TECH

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED UP.(DEALER USED CAR)

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

TECH STATES, VERIFIED CONCERN, VEHICLE WILL START, BUT COLUMN IS LOCKED UP, MESSAGE IS ON DIC FOR COLUMN LOCK, ASKING IF CAMPAIGN 01044A APPLIES TO 01, AND TECH ASKING FOR A DIRECTION.

TAC RECOMMENDATION - TAC ADVISED TECH 01044A DOES NOT APPLY TO 01. TAC SUGGESTED TECH FOLLOW SI DOC. 827052, ADVISED TECH TO PRINT SCHEMATIC ALSO.

05/22/2003 16:57:56 HISTORY - STRETLIEN



# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6695466	VIN Number:	1G1YY12SX15124743
Date Opened:	8/12/2003	Model Year:	2001
Date Closed:	8/29/2003	Series:	Corvette
Dealer Code:	B06219	Mileage:	13232
Address:	FITZPATRICK CHEVROLECONCORD	State:	CA
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN LOCK LOCKUNLOCK SERVICE STEERING COLUM

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/12/2003 11:38:27 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 BAILEY (TECH)

CUSTOMER CONCERN -

STEERING COLUMN WOULD NOT UNLOCK.

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

TECH CALLED STATES HAS NOT DUPLICATED. TECH STATE CUSTOMER CLAIMS THAT IT HAPPENED 2X. TECH LOOKING FOR INFO. TECH REMEMBERS A BULLETIN FOR THIS.

TAC RECOMMENDATION -

ADVISED TECH ON BULLETIN 01-02-35-005. ADVISED TECH THAT CHECK KEY IN STATUS, CHECK FOR RELAY CLICKING AND CHECK LOCK MOTOR. ADVISED TECH TO CHECK GROUND. DEALER TO REPORT.

08/12/2003 11:38:27 HISTORY - WENGER

EA02-031 / GM22C

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6617967	VIN Number:	1G1YY12SX15125066
Date Opened:	7/14/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	P13168	Mileage:	22352
Address:	GRIFFITH MOTOR COMPANEO SHO	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCK INFORMATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/14/2003 12:22:02 SBD TEMPLATE - COLEMAN

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) JOSH HOUDYSHELL

CUSTOMER CONCERN - STATES THAT THE STEERING COLUMN WILL NOT UNLOCK.

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

IS CALLING TO SEE IF A FPR NEEDS FILED FOR THIS CONCERN.

TAC RECOMMENDATION -

ONLY IF THE COLUMN LOCKED WHILE DRIVING. FOLLOW NOR DIAGNOSTICS FOR COLUMN WILL NOT UNLOCK.

07/14/2003 12:22:02 HISTORY - COLEMAN

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6386378	VIN Number:	1G1YY12SX25130432
Date Opened:	6/30/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B07439	Mileage:	9455
Address:	BACON AUTO COUNTRY JACKSONVILLE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING STRG COLUMN LOCKED

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/30/2003 15:30:33 SBD TEMPLATE - JASKULA

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) MICK DECKER TECH

CUSTOMER CONCERN -STRG COLUMN LOCKED

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

DEALER STATES THE VEHICLE WILL START BUT THE STRG COLUMN IS LOCKED. DEALER CALLED IN PER P1 01137 BUT WAS NOT SURE IF THE STRG LOCKED UP WHEN DRIVING AND THE DEALER HAS TURNED THE KEY.

TAC RECOMMENDATION -REC DEALER FOLLOW FLOW CHART FOR STRG COLUMN LOCK

06/30/2003 15:30:33 HISTORY - JASKULA

07/01/2003 12:31:02 COLEMAN -CASE UPDATE

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

1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

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

EA62-031 / GM22C

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

STATES THAT WHILE DOING CHECKS THE COLUMN UNLOCKED. DLR IS UNSURE OF WHY,  
STATES THAT THE WIRES AND PIN FITS ARE OK.

NEW RECOMMENDATIONS

TAC SUGGEST REPLACING THE LOCK ACTUATOR.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5851417	VIN Number:	1G1YY12SX35101028
Date Opened:	8/29/2002	Model Year:	2003
Date Closed:	9/4/2002	Series:	Corvette
Dealer Code:	B03414	Mileage:	4195
Address:	RON HULETT AUTOMOTIVE/CAMDENTON	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE INTERMITTENT LOCK/UNLOCK SE

RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/29/2002 12:53:35 SBD TEMPLATE - BACK

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)

JAYSON GARR TECH

CUSTOMER CONCERN -

SERVICE COLUMN LOCK MESSAGE AND VEHICLE WON'T ACCELERATE

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

DLR STS COLUMN WILL LOCK AND UNLOCK WHEN KEY IS PULLED AND PUT IN

DLR STS FOLLOWED CHART FOR MESSAGE ON ID 844933 AND REPLACED BCM NO CHANGE

DLR STS PERFORMED CHART AGAIN AND DURING PROCESS THE COLUMN LOCKED WOULD NOT UNLOCK

DLR STS THEN FOLLOWED CHART FOR LOCK DOES NOT UNLOCK ID 844928 AND LEAD TO STEERING COLUMN LOCK ASSEMBLY

DLR STS PLUGGED LOCK ASSEM AND STILL WON'T OPERATE (CAME IN THE UNLOCKED POSITION AND IT DOES NOT OPERATE)

DLR STS CAN INSERT KEY AND HEAR THE RELAY CLICKING/ACTIVATING  
DLR STS NOT GETTING 12V FROM BCM ON CKT 1601 WITH C207 DISCONNECTED  
TAC RECOMMENDATION -

ADVISED TO CHECK FOR SHORT TO GROUND ON CKT 1601 AND CHECK FOR 12V AT BCM  
WITH CKT 1601 PULLED FROM BCM CONNECTOR

08/29/2002 12:53:35 HISTORY - BACK

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

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

CASE NUMBER: 1-136877051 VIN: 1G1YY128X35107108  
MODEL YEAR: 2003  
DATE OPENED: 2003-09-03 SERIES: Corvette  
DATE CLOSED: 2003-09-16 MILEAGE: 13620.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Allen Samuels Chevrolet - Geo, Inc.  
BRC PARENT: DEALER ADDRESS: 1625 N Valley Mills, Waco, TX, 76710-2592, USA

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

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

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

Veh locked up.; ; 2003-09-03  
2003-09-03

Crm called dlr/Allen Samuels Chev.; ; 2003-09-03  
2003-09-03

Crm to call avm.; ; 2003-09-03  
2003-09-08

c/b cust after speaking w/ avm. 9:15-11:15am ext. 215; ; 2003-09-08  
2003-09-05

c/b avm, 2nd time, if not c/b.; ; 2003-09-05  
2003-09-05

Crm to call avm, 2nd time.; ; 2003-09-05  
2003-09-09

Crm to call avm, 3rd time if no c/b.; ; 2003-09-05  
2003-09-05

Avm called.; ; 2003-09-05  
2003-09-08

c/b cust after speaking w/ avm. 9:15-11:15am ext. 215; ; 2003-09-08  
2003-09-08

OTS FOR COMP LTR; ; 2003-09-08  
2003-09-09

c/b cust, 2nd time, after speaking w/ avm. 9:15-11:15am ext. 215; ; 2003-09-08  
2003-09-08

Cust called; ; 2003-09-08  
2003-09-08

Created: CAC\_RS0025. SR#1-136877051, ; 2003-09-08  
2003-09-08

Goodwill Status has been changed from: Not Initiated to Pending HITEL, ; 2003-09-08  
2003-09-08

Component Letter 6/100,000 to GWL for review & submission.; ; 2003-09-16  
2003-09-16

Service Request has been Closed Satisfied.; ; 2003-09-16

\*\*\*\*\*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:

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:  
LESSON 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:

1-136877051

October 23, 2003

██████████  
Waco, TX ██████████

Service Request: S1-136877051

Dear ██████████

Chevrolet is pleased to provide service coverage for the steering on your 2003 Chevrolet Corvette, Vehicle Identification Number 1G1YY12SX35107105. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 9, 2008, 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 items are covered:

Steering - Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

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 Corvette. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Cheri Denton  
Customer Relationship Manager

RS0025-T/AGP

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**

Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6742115	VIN Number:	1G1YY12SX35107105
Date Opened:	8/29/2003	Model Year:	2003
Date Closed:		Series:	Corvette
Dealer Code:	B07515	Mileage:	13620
Address:	ALLEN SAMUELS CHEVROWACO	State:	TX
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—

08/29/2003 12:12:58 SBD TEMPLATE - WENGER

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)

LARRY JACKSON (TECH)

CUSTOMER CONCERN -

SERVICE COLUMN LOCK.

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

TECH STATES STEERING COLUMN IS LOCKED, TECH FOLLOW FLOW CHART LEAD TO THE BCM. TECH STATES STILL HAS CONCERN. TECH STATE THAT HAS POWER AT LOW MOTOR WHEN COMMAND TO UN LOCK BUT LOCK MOTOR DOES NOT MOVE. TECH STATES THAT G201, G202 BOTH CHECK GOOD WITH LOW RESISTANCE. TECH LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH TO REPLACE COLUMN LOCK MOTOR. ADVISED NO BULLETIN OR PI'S.

EA02-031 / GM22C

DEALER TO REPORT.

08/29/2008 12:12:55 HISTORY - WENGER

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6719809	VIN Number:	1G1YY22G015109251
Date Opened:	8/19/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B15155	Mileage:	30875
Address:	DAVIDSON CHEV-OLDS-GROONVILLE	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT LOCK STEERING STEERI

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/19/2003 10:22:00 SBD TEMPLATE - SEALIE

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)

BRIAN DAILEY - TECH

CUSTOMER CONCERN -

THE BATTERY WAS DEAD AND MULTIPLE CODES WERE STORED. STEERING COLUMN UNLOCK INOP.

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

DEALER STATES THE BATTERY CABLES WERE CLEANED AND TIGHTENED. DEALER STATES MULTIPLE CODES ARE WERE STORED AND DID NOT COME BACK WHEN CLEARED.

TAC RECOMMENDATION -

ADVISED DEALER OF PIA000285 IN REGARD TO CHECKING G201 AND G202, IGNITION SWITCH CONNECTIONS, AND RELAY OPERATION IF OK REPLACE THE ELC MOTOR.

EA02-031 / GM22C

Page 1 of 2

ADVISED DEALER TO CALL BACK WITH THE RESULTS.  
08/19/2009 10:22:00 HISTORY - SEALIE

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6214928	VIN Number:	1G1YY22G015120122
Date Opened:	1/30/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B20199	Mileage:	44539
Address:	HARBOR CHEVROLET CORLONG BEACH	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING SERVICE STEERING COLUMN MIL B2687 B2

RESOLUTION ABSTRACT—

UGC CODE 1—

UGC-1 DESCRIPTION— STEERING

UGC CODE 2—

UGC-2 DESCRIPTION—

UGC CODE 3—

UGC-3 DESCRIPTION—

01/30/2003 18:04:37 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)

RON VERGARA TECH.

CUSTOMER CONCERN -

SERVICE COLUMN LOCK

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

TECH CALLED STATES THAT HAS PULL KEY AND WAIT 10 MESSAGE. TECH STATE VEHICLE CAME IN WITH COLUMN LOCKED. TECH STATE HE THEN INSTALLED THE PART FROM CAMPAIGN01044. TECH STATE NOW HAS THAT MESSAGE. TECH STATE THAT HE DID SWITCH WIRE AT RELAY CONNECTOR BUT THEN SWITCHED BACK BECAUSE THEY WERE ALREADY CHANGED. TECH STATES ACTUATOR HAS NEVER MOVED AND RELAY HAS MADE NO NOISE OR CLICKING. TECH STATES KEY IN STATUS CHECKS FINE. TECH LOOKING FOR INFO.

**TAC RECOMMENDATION -**

**ADVISED TO CHECK BCM FUSE 23, CHECK FOR POWER TO RELAY. CHECK CONNECTOR AT BCM AND PROPER CONNECTS AT RELAY. IF OK POSSIBLE BCM, DEALER TO REPORT.**

**01/30/2003 18:04:37 HISTORY - WENGER**



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Conowingo

MD

HOME PHONE:

CASE NUMBER: 1-126433575 VIN: 1G1YY22G015130679  
MODEL YEAR: 2001  
DATE OPENED: 2003-08-04 SERIES: Corvette  
DATE CLOSED: 2003-08-07 MILEAGE: 60000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A Yes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering Column Lock; ; 2003-08-07  
2003-08-07  
Service Request has been Closed Satisfied.; ; 2003-08-07

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

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:	6619530	VIN Number:	1G1YY22G015133001
Date Opened:	7/14/2003	Model Year:	2001
Date Closed:	7/14/2003	Series:	Corvette
Dealer Code:	B10211	Mileage:	82064
Address:	AL SERRA CHEVROLET COLORADO SPRING	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING COLUMN LOCKED AT TIMES

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - NORMAL CONDITION - UNPUBLISHED

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/14/2003 16:23:11 SBD TEMPLATE - WILSON

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) MARK VARGAS TECH

CUSTOMER CONCERN - COLUMN LOCKED

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

DLR STS HE HAD A DEAD BATTERY. DLR HAS NOT BEEN ABLE TO DUP THIS CONCERN. DLR LOOKING FOR ANY INFO.

TAC RECOMMENDATION - DLR IT IS NORMAL TO GET COLUMN LOCKED MESSAGE ON THE AFTER HAVING A DEAD BATTERY. NO REPAIR WW

07/14/2003 16:23:11 HISTORY - WILSON

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Venice , FL [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-41443766 VIN: 1G1YY22G0V5101463  
MODEL YEAR: 1997  
DATE OPENED: 2002-10-16 SERIES: Corvette  
DATE CLOSED: 2003-03-01 MILEAGE: 42875.000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Bill Buck Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 2324 S Tamiami Trl, Venice, FL, 34293-5056, USA

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

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

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

Steering column lock; ; 2002-10-16  
2002-10-16

Service Request has been Closed Satisfied.; ; 2002-10-16  
2002-10-16

Cust complaint; ; 2002-10-18  
2002-10-18

Assistant Svc mgr Melissa Abbott; ; 2002-10-18  
2002-10-18

Service Request Ownership has changed FROM: SMITHC TO: KELLYJ; ; 2002-10-18  
2002-10-23

reimb docs; ; 2002-10-23  
2002-10-23

docs attached; ; 2002-10-23  
2002-10-23

REQUEST FOR ASSISTANCE Scanned: 2002-10-22-19.34.31.000000, MSXDocNum: 0229500215; ; 2002-10-23  
2002-11-04

reimbursement; ; 2002-11-04  
2002-11-04

Offer; ; 2002-11-14  
2002-11-12

white mail rcvd; ; 2002-11-12  
2002-11-12

docs in; ; 2002-11-13  
2002-11-12

REQUEST FOR ASSISTANCE Scanned: 2002-11-11-19.53.26.000000, MSXDocNum: 0231500475; ; 2002-11-13  
2002-11-14

Svc mgr; ; 2002-11-14  
2002-11-15

Review for Reim in the amount of \$372.81; ; 2002-11-27  
2002-11-27

offer reimbursement in the amount of \$372.81; ; 2002-11-27  
2002-11-27

Creating Reimbursement Check in the amount of \$372.81 and cover letter; ; 2002-11-27  
2002-11-27

Created: CAC\_RS0005. SR#1-41443766; ; 2002-11-27  
2002-11-27

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-11-27  
2002-11-27

Reimbursement in the amount of \$372.81 submitted for approval; ; 2002-11-29  
2002-11-29

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2002-11-29  
2002-12-02

Pending Docs; ; 2002-12-05  
2002-12-10

doc's; ; 2002-12-10  
2002-12-10

doc's are in; ; 2002-12-13  
2002-12-10

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2002-12-10  
2002-12-10

REQUESTED DOCUMENTS Scanned: 2002-12-09-20.24.55.000000, MSXDocNum: 0234300568; ; 2002-12-13  
2002-12-13

Reimbursement in the amount of \$372.81 submitted for approval; ; 2002-12-16  
2002-12-16

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2002-12-16  
2002-12-16

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-12-16  
2002-12-16

Service Request has been Closed Satisfied.; ; 2002-12-16  
2003-02-07

SR in Status of Closed has been Re-Opened by MOOREJ; ; 2003-02-07  
2003-02-07

Cust. seeks inf.o; ; 2003-02-07  
2003-02-07

Crn transferred the cust, jmoore, atx, cac; ; 2003-02-07  
2003-02-14

Service Request Ownership has changed FROM: KELLYJ TO: ESTEPPJ; ; 2003-02-14  
2003-02-14

Service Request has been Closed Satisfied.; ; 2003-02-14  
2003-02-26

SR in Status of Closed has been Re-Opened by WILLIAMM; ; 2003-02-26  
2003-02-26

reimbursement; ; 2003-02-26  
2003-02-26

follow up; ; 2003-02-26  
2003-02-26

called 47774; ; 2003-02-26  
2003-02-27

Requesting stop payment; ; 2003-02-27  
2003-02-28

Confirmation of stop payment; ; 2003-02-28  
2003-02-28

Stop payment completed; ; 2003-02-28  
2003-03-01

additional remarks; ; 2003-03-01  
2003-03-01

Service Request has been Closed Satisfied.; ; 2003-03-01

\*\*\*\*\*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:  
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
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:



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:	

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

1-4143766



Venice, Fl.



Chevrolet Motor Div  
P.O. Box 3370  
Detroit, Mi 4823.

48232+3170



November 6, 2002

Chevrolet Motor Division  
P.O. Box 33170  
Detroit, MI 48232-5170

RE: Complaint # 1-41443766

TO: Customer Service

Enclosures

1. Original repair order (as requested)
2. Corvette magazine article regarding 97 Corvette Model

Sincerely,



SJA/nda

enclosures

**192004**

**\*INVOICE\***

**BILL BUCK CHEVROLET-GMC, INC.**

**SERVICE RECEPTION & WRITE-UP:** Telephone: 841-493-6100  
Monday - Friday 7:30 am - 6:00 pm  
Saturday 8:00 am - 1:00 pm 1-800-446-6100

**VENICE, FL**

**BONE:**

**PAGE 1**

Motor Vehicle Name: Shop Registration #MV-141

**SERVICE ADVISOR: 22 MARK J HUNTER**

RED	97	CHEVROLET CORVETTE	1G1YY22G0V5101463	42875/42875	TO
-----	----	--------------------	-------------------	-------------	----

04APR1997	04APR2000	17:00	10OCT02	65.00	CASE	15OCT2002
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04/07/84 1

1 OCT 1982

15OCT02

LINE OPCODE TCH TYPE HOURS

A ADVISE ON SERV COLUMN LOCK LIGHT CAME ON AND STEERING WHEEL LOCKED UP

30 DIAGRAM REFL ACTUATOR LOCK

**2D-GC**

4-28050980 LOCK

STUHL, TONYING VERNICE WRECKER PO#5951

## DISCUSSION AND CONCLUSIONS

**PC:**

\*\*\*\*\*

**CUSTOMER PAY SHOP CHARGE FOR REPAIRS**

**9.75**

**THANK YOU FOR YOUR BUSINESS <<<<<<  
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE  
CONTACT US IMMEDIATELY ON THE SERVICE MANAGEMENT  
\*\*\*\*\*  
E-MAIL OR VISIT WWW.BBC1ST.COM  
WE TAKE FIRST IN CUSTOMER SATISFACTION AND  
FIRST-IN-CUSTOMER SERVICE \*\*\*\*\***

Gov. Motor  
1-800-222-1090  
Complaint # 10/16/12  
1-41443766

**ORIGINAL**

## GENOTYPE CHEVROLET

## GENERAL CHEVROLET

### STATEMENT OF DISCLAIMER

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

**Table 1. Demographic Characteristics of the Study Population**

DESCRIPTION	TOTALS
LABOR AMOUNT	162.50
PARTS AMOUNT	171.25
GAS, OIL, LUBE	0.00
RUMBLEY AMOUNT	75.00
MISC. CHARGES	9.75
TOTAL CHARGES	418.50
LESS INSURANCE	0.00
SALLES TAX	29.31
PLEASE PAY THIS AMOUNT	

**CUSTOMER COPY**

Corvette Z06: Is It Really All That Different?

# M A G A Z I N E Corvette

Avelate  
**Corvette**  
retro done right?



C5 Market Report

Untangling the Roots  
of Sting Ray Styling

Delmo and Dave -- the  
Corvette Odd Couple

Vintage Rally Corvettes

151 Nitrous Install

www.corvettemagazine.com



'64 Ragtop. A Year to Remember



C5R Goes Two-in-Two at Le Mans





October 23, 2003

[REDACTED]  
[REDACTED]  
Venice, FL [REDACTED]

Service Request: S1-41443766

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$372.81. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Julie Kelly  
Customer Relationship Manager

RS0005-A/sgj

Venice, Fl.

PM

DEC 24



Chevrolet Motor Div  
P.O. Box 3317  
Detroit, Mi. 482

4823245170 51





682-  
90.10  
FLORIDA  
DATE 10  
FILE NO  
TRIP NO  
VTR. NO

HYPER D  
804 FLAM  
MORSE. F

LF: 451636 TF: 834837489 I

Complaints

Marion D.

██████████  
Venice, FL



OCT 22 2002

Chevrolet Motor Div.  
P.O. Box 3317  
Detroit, MI

4423248170 31

48232-5

October 18, 2002

  
Venice, FL   


Chevrolet Motor Division  
P.O. Box 33170  
Detroit, MI. 48232-5170

RE: Complaint # 1-41443766

TO: Customer Service

As directed from our phone conversation of 10/18/02, I enclose copies of repair orders, which substantiate my complaint, copy of registration, and original of credit card receipt.

I expect reimbursement of \$447.81. Anything short of that will cause me to seek resolution through the BBB Auto Line, and Chevrolet's loss of me as a satisfied owner.

Sincerely,  


SJA/mda

enclosures

4833875

152237

## BILL BUCK CHEVROLET-GEN, IN

2324 S. TAMMAM TRAIL VENICE, FLORIDA 34311  
 SERVICE RECEPTION & WRITE-UP: Telephone  
 Monday - Friday 7:30 am - 8:00 pm 941-483-00  
 Saturday 8:00 am - 1:00 pm 1-800-448-BU

\*INVOICE\*

PAGE 1

Motor Vehicle Repair Shop Registration #MV-14131

VENICE, FL

HOME:

SERVICE ADVISOR: 22 MARK J. HENDER

VED	97	CHEVROLET CORVETTE	1G1YY22G0V3101463	30643/30643	T62
-----	----	--------------------	-------------------	-------------	-----

MAPR1997		17:00 07SEP00	58.00	CASH	07SEP2000
----------	--	---------------	-------	------	-----------

OPTIONS: 1) CUST HAS \$363.85 WORTH OF SERVICE WORK  
 COMING AS OF 6/7/00 PER JH & MT

07SEP00	07SEP00	LIST	NET	TOTAL
ONE OPCODE TECH TYPE HOURS				
TOW IN-POSS STR WHEEL LOCKED UP				
30 REPT-STR COL IGN LOCK				
4-20150P60 LOCK				

GENUINE CHEVROLET  
 ISC PART OVRG BRANCH#215382/PO#71471/SJS  
 CPC

FC:  
 UEL TOWING VENICE WRECKER  
 CPC

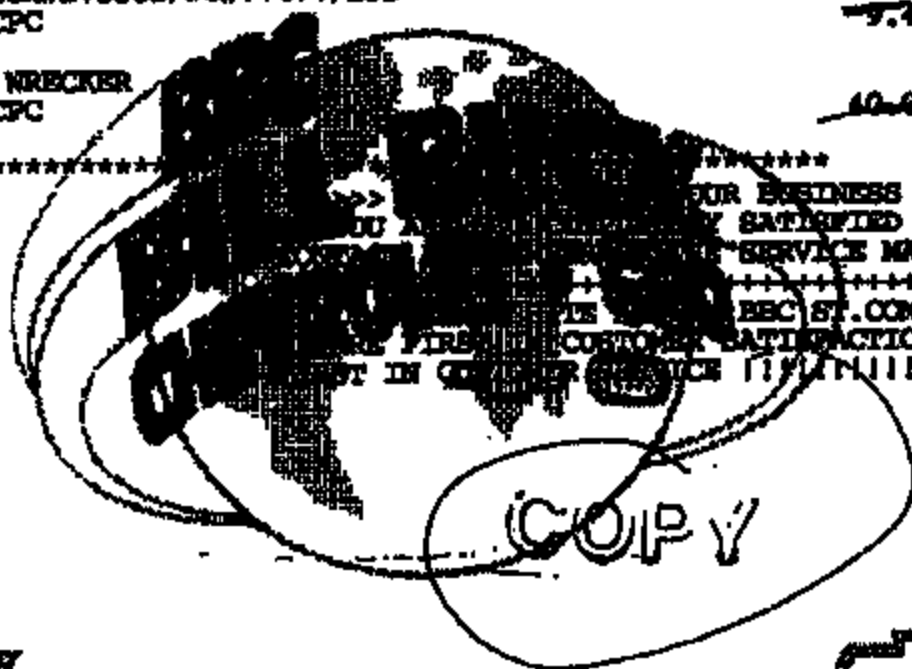
FC:

\*\*\*\*\*

 (N/C)  
 GENUINE CHEVROLET

9.45 9.45

10.00 10.00



GENUINE CHEVROLET



GENUINE CHEVROLET

## STATEMENT OF DISCLAIMER

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BUYER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	40.00
MSD. CHARGES	9.45
TOTAL CHARGES	49.45
LESS FINANCE	0.00
SALES TAX	3.45
PLEASE PAY THIS AMOUNT	

4833875

192084

## BILL BUCK CHEVROLET-GEO, INC.

2324 S. TAMiami TRAIL VENICE, FLORIDA 33593  
 SERVICE RECEPTION & WRITE-UP: Telephone  
 Monday - Friday 7:30 am - 5:00 pm 941-483-875  
 Saturday 8:00 am - 1:00 pm 1-800-448-575

\*INVOICE\*

PAGE 1

Motor Vehicle Repair Shop Registration #MV-1412

VENICE, FL

HOME:

SERVICE ADVISOR: 22 MARK J. HENDER

163APR1997	04APR2000	17:00 10OCT02	65.00	CASH	15OCT2002
------------	-----------	---------------	-------	------	-----------

10OCT02	15OCT02				
---------	---------	--	--	--	--

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

1 ADVISE ON SERV COLUMN LOCK LIGHT CAME ON AND STEERING WHEEL LOCKED UP

30 DIAG-AND REPL ACTUATOR LOCK

20 HPC

1-28050950 LOCK

FUEL TOWING VEHICLE WRECKER PO#6951

GENUINE CHEVROLET

FC:

\*\*\*\*\*

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

9.75

THANK YOU FOR YOUR BUSINESS &lt;&lt;&lt;&lt;&lt;&lt;&lt;

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT US AT THE SERVICE MANAGEMENT

DEPARTMENT AT 1-800-448-575

OR VISIT OUR WEBSITE WWW.BEGLST.COM

WE ARE COMMITTED TO YOUR SATISFACTION AND

THANK YOU AGAIN FOR YOUR BUSINESS \*\*\*\*\*

Chew Motor Repair  
 1-800-222-1090  
 Complaint # 10/16/12  
 1-41443766

GENUINE CHEVROLET

Bill Buck Chevrolet

L/Cash ☐ Check ☒ Disc

10/16/12

GENUINE CHEVROLET

## STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

LABOR AMOUNT	162.50
PARTS AMOUNT	171.25
GAS, OIL, LUBE	0.00
WASH/WAX AMOUNT	75.00
REC. CHARGES	9.75
TOTAL CHARGES	418.50
LESS INSURANCE	0.00
SALES TAX	29.31

**ORIGINAL**

**SALES DRAFT**

**BILL BUCK CHEVROLET.**  
2324 S TAMIAMI TR  
VENICE, FL 342930000  
TERMINAL 3851472

S01101083613021  
10/15/2002 10:49:15  
DR 100000000000#100  
INVOICE 192084 H02  
AUTH. CODE 016960

SALE TOTAL	\$447.81
------------	----------

**CUSTOMER COPY**

hard copy

**FLORIDA VEHICLE/VESSEL REGISTRATION CERTIFICATE**[illegible]

**North American Operations**  
 General Motors Corporation  
 Disbursements (2813)  
 PO Box 62530  
 Phoenix, AZ 85062-2530



CHECK No. 9005116

DATE  
12/18/82



AMOUNT  
\*\*\*\*\*1372 DOLLARS  
\*\*\*\*\*81 CENTS\*\*\*\*\*

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Richard Ch...*  
 SIGNATURE

PAY  
TO THE  
ORDER  
OF

VENICE FL

The Chase Manhattan Bank, N.A.  
 Syracuse, New York

ADDITIONAL INFORMATION

⑈900511615⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

**North American Operations**  
 General Motors Corporation  
 Disbursements (2813)  
 PO Box 62530  
 Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSIT

CHECK NO. 9005116

PAYMENT DATE 12/18/82

VENDOR DUNS NO. 83 000000004

VENDOR NAME

REGISTER NO. DESCRIPTION	ISSUE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMT.
1217Y2800V510145.1-41445705.1-V5MBA	12/17/82	VH 1-V5MBA	00.0000	872.81	.00	

**RECEIVED**  
 DEC 18 1982  
 MSX1

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-442-8763

MS

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Caledonia

MS

HOME PHONE:

CASE NUMBER: 1-32755233 VIN: 1G1YY22G0V5101897  
MODEL YEAR: 1997  
DATE OPENED: 2002-09-13 SERIES: Corvette  
DATE CLOSED: 2002-10-08 MILEAGE: 54000.0000000  
SOURCE: Email DELIVERY DATE:  
ERC TYPE: N/AYes DEALER NAME: Carl Hogan Automotive, Inc.  
ERC PARENT: DEALER ADDRESS: 2333 Hwy 45 N, Columbus, MS, 39701-1701, USA

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

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

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

Chevrolet Corvette Owner Assistance; ; 2002-09-13

RE: Chevrolet Corvette Owner Assistance; ; 2002-09-13  
2002-09-13

Outbound e-mail response; ; 2002-09-13  
2002-09-13

Outbound e-mail response; ; 2002-09-13  
2002-09-20

5-DAY FOLLOW-UP; ; 2002-10-07  
2002-09-13

x58175; ; 2002-09-13

Re: Chevrolet Corvette Owner Assistance; ; 2002-09-13

RE: Chevrolet Corvette Owner Assistance; ; 2002-09-13  
2002-09-13

CRM replied; ; 2002-09-13  
2002-09-16

1-32755233 Cust called CAC, but CRM did not assume per business rules or take down requested info; ; 2002-10-07

Re: Chevrolet Corvette Owner Assistance; ; 2002-09-14

RE: Re: Chevrolet Corvette Owner Assistance; ; 2002-09-14



2002-09-14

msg sent; , 2002-09-14  
2002-09-16

1-32755233 PLEASE ASSUME SR; , 2002-10-07  
2002-09-16

Outbound call to dealer to discuss the cust's concerns; , 2002-09-16  
2002-09-16

Outbound e-mail response; , 2002-09-16

RE: Chevrolet Corvette Owner Assistance; , 2002-09-16  
2002-09-23

Service Manager involved DSM; , 2002-09-26

Re: Chevrolet Corvette Owner Assistance; , 2002-09-16

RE: Re: Chevrolet Corvette Owner Assistance; , 2002-09-16  
2002-09-16

copy; , 2002-09-16  
2002-09-16

cust sent e-mail; , 2002-09-17

RE: Chevrolet Corvette Owner Assistance; , 2002-09-17  
2002-09-17

Outbound originated e-mail; , 2002-09-17  
2002-09-17

Outbound originated e-mail; , 2002-09-17  
2002-09-26

Closing file satisfied pending further contact; , 2002-09-26  
2002-10-07

Service Request has been Closed Satisfied.; , 2002-10-07  
2002-10-08

Service Request has been Closed Satisfied.; , 2002-10-08

\*\*\*\*\*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  
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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Antioch , CA

CASE NUMBER: 1-112490312 VIN: 1G1YY22G0V5102788  
MODEL YEAR: 1997  
DATE OPENED: 2003-06-23 SERIES: Corvette  
DATE CLOSED: 2003-06-25 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AWO DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

steering column locked; ; 2003-06-23  
2003-06-23

Service Request has been Closed Satisfied.; ; 2003-06-23  
2003-06-25

SR in Status of Closed has been Re-Opened by WOODSS; ; 2003-06-25  
2003-06-25

Steering Column; ; 2003-06-25  
2003-06-25

Service Request has been Closed Satisfied.; ; 2003-06-25

\*\*\*\*\*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:  
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: ,

LOCATION:

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:

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

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

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

PASADENA, TX

CASE NUMBER: 03566528 VIN: 1G1YY22GUV5103410  
MODEL YEAR: 1997  
DATE OPENED: 2001-09-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-03 MILEAGE: 27000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CHARLIE THOMAS CHEVROLET INC  
BRC PART#: DEALER ADDRESS: 13800 GULF FWY, HOUSTON, TX, 77034, USA

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

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

Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
  - \* Determine Customer's expectation
  - \* Validate feature is on vehicle
  - \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
  - \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.html]]
  - \* Validate with dealership if necessary
  - \* Coordinate with dealership to compare with another vehicle if necessary
  - \* Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

CUST STS HE TOOK VEH. TO CHARLIE THOMAS @ 281.481.6680/DLR DUE TO BILL HEARD COULD NOT IDENTIFY THE PROBLEM.

CUST SKE FEE ASST. W/REPAIRS.

CRM CONTACT'D SVC MGR/LENNIE GORDAN AND WAS ADVISED IF THE PROBLEM FALLS UNDER THE CAMPAIGN FOR THE COLUMN STEERING LOCK'S, THAT HE WOULD DEFINATELY TAKE CARE OF IT UNDER THE CAMPAIGN. CRM ATTEMPTED TO ADV. CUST OF THIS BUT CUST DISCONNECT'D CALL.

CAROL ROBINSON/ATX/CARS; 0; 370220522  
2001-09-24

Cust sts veh was towed to dlr Charlie Thomas/2814816680 today for an issue on a locking steering column. Cust seeks assistance on the repair. CRM advd: called dlr, Svc Mgr not available, will make dlr call on 09/25, 2-4pmCST/12-2pmPST. Also CRM arranged cust c/b on 09/26, (call of husband), 4-6pmCST/2-4pmPST. Fidel de Vera/CAC/PDX; 0; 370230985  
2001-09-25

Cust called dlr; busy line; tried this 3x - still busy line. CRM re-scheduling call on 09/27, same time. Fidel de Vera/CAC/PDX; 0; 370311481  
2001-09-26

CRM called dlr; Svc Mgr not available; Svc Adv Shawn Riley sts that veh is now with dlr; still diagnosing the problem such that request for financial assistance cannot be considered

at this point; suggests to call dlr back tomorrow for update on the case. Fidel de Vera/CAC/PDX; 0; 370401993  
2001-09-26

CRM called cust to inform him of dlr feedback; not available; left vm; arranged c/b on 09/28, same time. Fidel de Vera/CAC/PDX; 0; 370402043  
2001-09-27

CRM called dlr, talked to Nina, Asst Svc Mgr Shawn Riley stts that dirship is offering the cust with a one-time goodwill for this veh. Fidel de Vera/CAC/PDX; 0; 370479184  
2001-09-28

CRM called cust to inform him again of dlr feedback; left vm; arranged c/b on 10/03, 4-6pmCST/2-4pmPST. Fidel de Vera/CAC/PDX; 0; 370576818  
2001-10-03

CRM called cust to inform him of the dlr feedback; not available. CRM called dlr, Svc Adv Shawn Riley stts that veh repair was completed and cust was given goodwill adjustment for this. Cust was happy and satisfied with the dlr goodwill. CRM will no longer send the CAC letter in view of this feedback from dlr. CRM is now closing this request. Fidel de Vera/CAC/PDX; 0; 370996458

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

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:

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 RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 03519701 VIN: 1G1YY22G0V5104704  
MODEL YEAR: 1997  
DATE OPENED: 2001-03-19 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-10 MILEAGE: 120000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MAIN STREET CHEVROLET  
BRC PARENT: DEALER ADDRESS: 2600 N MAIN ST, GAINESVILLE, FL, 32609, USA

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

T58 Retention Certificate/Owner Loyalty  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
1997 CORVETTEH15 Headlamp Wiring/Switch  
2 REPAIR ATTEMPT(S)Inoperative  
will not let lights downM41 Steering Column/Lock/Attaching Parts  
2 REPAIR ATTEMPT(S)Other  
LOCKING MECH REPLACEDS86 CAC Resolved With Goodwill  
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill  
OLC 2000.00

No information found

A SOLUTION WAS NOT FOUND FOR YOUR REQUEST

\*Please provide a concise description of your problem and a recommended solution if possible  
no information

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

cust sts having too many repairs on 97 corv. cust seeks to have cost repair with current repairs. crm contacted dlr. dlr states no idea what is causing the steering column lock needing to be replaced so often but is a common problem is corvettes years 1997-and up. headlamp module has been replaced under warranty with in 1000 miles and 2 weeks time. dlr sts cust takes good care of veh and good relationship with cust. because of high mileage dlr can not offer anything more. cont....; 0; 353885107  
2001-03-19

crm spoke with svc advisor, kim, and svc director, Travis Whitaker. mr. whitaker sts that the steering column is a common problem with the corv. most of the repairs have been done under warranty, now there is no warranty and cust sts shouldn't have to replace parts so soon. cust bought veh from dlr with 12,000 miles on it. has maint done it regularly. veh is used for business purposes. crm advd cust can not promise or guarantee anything, but will try for reim. cust advised of docu needed to be sent in for reim. cust given req #. crm aprillsmith/atx; 0; 353886885  
2001-05-03

CRM IS UNABLE TO CONTACT CUST FOR UPDATE. CRM HAS NOT RECEIVED ANY DOCUMENTS FOR REIM. CRM IS CLOSING CASE PENDING ANY FURTHER CONTACT FROM CUST. CRM APRILSMITH/ATX; 0; 357774093  
2001-08-02

CRM RECEIVED CORR DOCS:

CRM ATTACHING DOCS TO FILE AND WILL FORWARD FILE TO SMITHA FOR REIMB REVIEW.

ANRESIA KELLY/TPA; 0; 365625203

2001-09-19

crm assuming file per ownership rules. cust states no one has responded to his documents cuseeks; 1) response from chev, 2) explanation of whether this is typical of corvettes, and 3) any avail cost assist. crm advises cust he will do addlr research and will re-contact customer friday 9/21/2001. john duffield tpa/cars/57811; 0; 369788761

2001-09-20

CRM ADDING FURTHER NOTE TO FILE; CUST CELL PH 813 240 0669. CUST HAS WORKED WITH SERVICE MGR KIM MUSGROVE AT MAINSTREET CHEV IN OCALA. JOHN DUFFIELD TPA/CARS/57811; 0; 369844741

2001-10-03

PER TM MARK VINETTE, CRM WILL FURTHER RESEARCH FOR POSSIBLE OLC FOR CUST. CRM WILL TOTAL AFTER WARRANTY COSTS FOR CUST AND NOTE IF CUST HAVING MAINTENANCE AT DLR. CRM WILL UPDATE TM MARK VINETTE ASAP WITH INFO. CRM CONTACTED CUST TO APPRISE CUST THAT ADDL RESEARCH IS BEING DONE ON FILE. CRM APOLOGIZES TO CUST FOR LENGTH OF DELAY IN DOING RESEARCH. CRM COMMITTS TO CUST TO UPDATE CUST ASAP WITH ADDL INFO. CRM LEFT VM @ [REDACTED] JOHN DUFFIELD TPA/CAC/57811; 0; 370981380

2001-10-03

VIN SEARCH DONE, NO OTHER REQUESTS FOUND. CRM IS REQUESTIN A \$2,000-\$2,200 OLC(MSRP IS \$37,495) FOR THE CUSTOMER---BUSINESS REASON. CUSTOMER IS AN EXTREMELY LOYAL GM CUSTOMER, THIS BEING HIS THIRD CORVETTE. CUSTOMER PURCHASED THE VEHICLE FROM A GM DEALERWITH 12,000 MILES ON IT. CUSTOMER HAS HAD A INORDINATE AMOUNT OF REPAIRS AND EXPENSES WITH THE VEHICLE. CUSTOMER PURCHASED A GMPP WITH THE VEHICLE WHICH HAS NOW EXPIRED. CUSTOMER HAD 15 MAJOR REPAIRS, BREAK DOWNS AND TOWINGS WHILE STILL WITHIN THE GMPP AS WELL AS EXTENSIVE DOWN TIME. CUSTOMER HAS HAD OUT OF POCKET EXPENSES OF APPROX \$2,520 FOR AFTER WARRANTY REPAIRS, DOES ALL HIS MAINTENANCE AT THE DEALER HAVING OUT OF POCKET MAINTENANCE OF \$1,045. CUSTOMER IS EXPERIENCING CONTINUAL CONCERNS WITH THE STEERING WHEEL LOCKING UP.

CONT'D.....; 0; 370992904

2001-10-04

CRM ATTEMPTS TO CONTACT CUSTOMER AT CELL NO [REDACTED] CRM LEFT VM FOR CUST. JOHN DUFFIELD TPA/CAC/57811; 0; 371066285

2001-10-04

CRM CONTACTS CUST TO UPDATE CAC RESPONSE. CRM ADVISES CUST THAT CRM HAS CREATED CUSTOMER FILE AS A RESPONSE TO CUST CONCERN. CRM ADVISES THAT CRM HAS DONE RESEARCH INTO VEH HISTORY AND HAS NOTED LENGTHY REPAIR HISTORY. CRM ADVISES CUST THAT DUE TO INORDINATE NUMBER OF REPAIRS TO VEH, CUST LOYALTY TO CHEV, CUST LOYALTY TO DLR ON BASIC MAINTENANCE REPAIRS AND CUST HAVING PURCHASED GMPP, CHEV IS WILLING TO ASIST CUST. CRM ADVISES CUST THAT CHEV WILL OFFER CUST A \$2000 OLC TOWARDS THE PURCHASE OF A NEW GM VEH- THIS IS A 12 MONTH CERTIFICATE- IF CUST DOES NOT EXERCISE IN 12 MONTHS, WILL BE EXTENDED FOR 6 MONTHS AT CUST REQUEST. CUST STATES HE IS VERY PLEASED WITH THIS RESPONSE FROM CHEV. CUST STATES HE WILL ACCEPT THIS OFFER FROM CHEV. CUST STATES HE IS VERY SATISFIED WITH THIS RESOLUTION. CRM ADVISES CUST WILL UPDATE FILE TO REFLECT CUST ACCEPTANCE AND WILL BEGIN PAPERWORK ASAP. JOHN DUFFIELD TPA/CAC/57811; 0; 371074575

2001-10-04

Writer discussed with Mark Vinette and agrees to process olc noting that vehicle is over 100,000 miles. Denver Moye/Tampa; 0; 371076539

2001-10-04

OLC WAS PRE APPROVED BY TEAM MGR ROB FINSTRA PENDING APPROVAL BY DENVER MOYE. ROB FINSTRA/TM/TAMPA; 0; 371082532

2001-10-05

PRE-APPROVED REQUEST FOR \$2,000.00 OLC. OLC APPROVED BY GM BRAND PROCESS MGR, DENVER MOYE, FOR VEH BEING OVER 100,000 MILES. MARK KAZMIERSKI, TAMPA, APPROVAL GROUP; 0; 371152145

2001-10-10

OLC#cars03519701 FOR AMOUNT \$ 2,000.00  
Brown II/Goodwill/TPA; 0; 371608484

MAILED ON (10/09/01) Edward J.

\*\*\*\*\*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'S 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: 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:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



0000

U.S. POSTAGE  
PAID  
PUTNAM HILL, FL  
JUL 27, 91  
PMOUNT

\$1.03  
10075718-32

Fullerton, CA

and

FL

Chevrolet Motor Division  
Customer Assistance Ctr.  
P.O. Box 7047  
Troy Mich. 48007-7047

08-01-01P01:32 RCVD

03519701

July 26, 2001

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

Dear Customer Assistance Center,

Having never composed a letter of this type, I was hesitant to pen this one. That was until the most recent mechanical/electronic breakdown of my 1997 Corvette; I was pushed to a new level of frustration.

To avoid a long historical dissertation, I will try and condense the story. I purchased the vehicle from Dimmitt Chevrolet of Clearwater, Florida in January of 1999. The car had approximately 15,000 miles on the odometer. While the performance dished out by this vehicle is just short of miraculous, the reliability and workmanship has been nothing short of atrocious. The list of problems and replacement parts would be too extensive to list here. The enclosed copies of service records should speak for themselves. The vehicle has never been raced, abused, or altered in any way. This is a high mileage C-5 driven by a middle-aged operator with a flawless driving record.

What am I looking for? Number one, a response. Number two, an explanation. Number three, satisfaction. I have owned Corvettes for many years and appreciate the technological advances that are built into these vehicles. But, as I write this letter, I am a very disgruntled owner of America's only true sports car.

I look forward to your response.

Sincerely,

[Redacted Signature]  
Alachua, FL [Redacted]  
[Redacted Address]





\* SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

CUSTOMER NO. 3163	ADDRESS KINDERLY A MURSCOE 391	DOB NO. 8.6	INVOICE DATE 02/02/99	INVOICE NO. 27 CUP-000
	LAST NAME HX499M	PHONE 16396	COLOR GREEN/	SPEC NO.
	VEHICLE MAKE 97/CHEVROLET/CORVETTE/2DR COUPE		DELIVERY DATE	DELIVERY NO.
	VEHICLE NO. 1G1YY22G0V5104704		DELIVERY CHARGE	PRODUCTION DATE
ALACHUA, FL			REC DATE 02/01/99	
				NO: 16

<b>LABOR &amp; PARTS</b> <b>JOB # 1 01CVZ</b> <b>MISC MAINT</b> <b>TECH(S):302</b> CUSTOMER SHILL NOISE FROM REAR OF CAR INTERMITTENT TEST DRIVE VEHICLE-UNABLE TO DUPLICATE CONDITION					WARRA
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
				<b>JOB # 1 TOTAL PARTS</b>	0
				<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>	0
<b>JOB # 2 05CVZ06</b> <b>REPAIR STEERING</b> <b>TECH(S):302</b> CUSTOMER STATES LOW ON POWER STEERING FLUID CHECK FLUID LEVEL TOP OFF FLUID AND CHECK FOR LEAKS NO LEAKS FOUND					WARRA
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
				<b>JOB # 2 TOTAL PARTS</b>	0
				<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>	0
<b>JOB # 3 12CVZ</b> <b>ALL BODY ELECTRICAL</b> <b>TECH(S):306</b> CUSTOMER STATES HEAD LIGHTS WILL NOT ALWAYS COME UP IN COLD WEATHER HEADLIGHT CONTROL MODULE BAD REPLACE HEADLIGHT MODULE					WARRA
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
<b>JOB # 3</b>	1	16523917	MODULE 2.755		WARRA
				<b>JOB # 3 TOTAL PARTS</b>	0
				<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>	0
<b>JOB # 4 14CVZ11</b> <b>TRIM, INTERIOR</b> <b>TECH(S):306</b> CUSTOMER STATES LEFT FRONT DOOR ARMREST MATERIAL COMING LOOSE ORDER PART					WARRA
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
<b>JOB # 4</b>	0	10420164	TRIM 14.685		WARRA
			PART ON SPECIAL ORDER		
			** QUANTITY 1 IS SPECIAL ORDERED **		
				<b>JOB # 4 TOTAL PARTS</b>	0
				<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>	0
<b>JOB # 5 14CVZ10</b> <b>TRIM, INTERIOR</b> <b>TECH(S):306</b> CUSTOMER STATES RIGHT FRONT SEAT RECLINER HANDLE INOP REINSTALL RELEASE CABLE FOR RECLINER BACK ON HANDLE					WARRA
<b>PARTS</b>	<b>QTY</b>	<b>FP NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
				<b>JOB # 5 TOTAL PARTS</b>	0
				<b>JOB # 5 TOTAL LABOR &amp; PARTS</b>	0

YOUR INFORMATION IS OUR BUSINESS  
**MAIN STREET**  
 FURNITURE & HOME DECOR

**COPY**



\* SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

372-6340		KIMBERLY A MURSCOE '991		ENGINE	8.6	DATE	02/02/99	INVOICE NO.	14598
[REDACTED]		LAST NAME	HA499H	PLATE	16396	COLOR	GREEN/	STREET NO.	
		97/CHEVROLET/CORVETTE/2DR COUPE				DELIVERY DATE		DELIVERY TIME	
		18YY2280V5104704				DEALER DEALER NO.		PRODUCTION DATE	
LACHUA, FL [REDACTED]		AGE NO.		PAT. NO.		NO. DATE		02/01/99	
[REDACTED]		[REDACTED]						NO: 16	

TOTALS

\*\*\*\*\* ON GOODWRENCH SERVICE CLUB \*\*\*\*\*  
!!!! AN ASTERICK "\*" BY PART NUMBER INDICATES PART  
MAY BE ELIGIBLE FOR LIFETIME SERVICE GUARANTEE !!!!  
!!!! A POUND SIGN "#" BY A PART NUMBER INDICATES PART  
IS NON-ON AND CARRIES ONLY THE OTHER MANUFACTURERS  
WARRANTY OR NO WARRANTY!!!!  
\*\*\* PAYMENT METHOD \*\*\*  
CASH [ ] CHECK [ ] CHARGE [ ]  
MC/VISA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]

TOTAL LABOR....  
TOTAL PARTS....  
TOTAL SUBLET....  
TOTAL G.G.G....  
TOTAL MISC CHG....  
TOTAL MISC DISC....  
TOTAL TAX.....

TOTAL INVOICE \$

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE  
MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SHOP  
SUPPLIES AND / OR WASTE DISPOSAL

CUSTOMER SIGNATURE

CCPY

MAIN STREET



8781 ADAMO DRIVE TAMPA, FL 33619  
PHONE: (813) 823-2411  
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE OF FLORIDA REGISTRATION NUMBER MV-11072  
PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CLIENT NO. 13030	ADDRESS MICHAEL WARD 6315	TRUCK NO. 8010	FACTOR DATE 02/17/89	WARRANTY NO. CVC8232288
	LABOR NO.	LEADERS NO.	WARRANTY NO.	
	YEAR/MAKE/MODEL 87/CHEVROLET/CORVETTE 2 DR COUPE	WARRANTY NO. 181XY2260V6104704	WARRANTY DATE 02/12/89	WARRANTY NO.
VALUED, P.				

LABOR & PARTS  
UP 1.00VZ  
DIAGNOSTIC PERFORMING HOURS: 1.70 TECH(S):5411  
PLEASE ADVISE NOISE IN REAR BEHIND DRIVERS SEAT.  
WITH IT ON DRIVE. NO  
1.70

WARRANTY



Goodwrench  
Service  
Plus

REPLACE LEFT GAS TANK WITH MANUAL TRANS.  
DESCRIPTION  
TANK 3.001  
UNIT PRICE  
JOB # 1 TOTAL PARTS  
0.00  
JOB # 1 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

REPLACE TENSIONER  
DESCRIPTION  
TENSIONER 1.000  
UNIT PRICE  
JOB # 2 TOTAL PARTS  
0.00  
JOB # 2 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

REPLACE HEADLIGHT SWITCH LOCK. LIGHTS WILL WORK ONLY  
WHEN HEADLIGHT SWITCH IS ON. NO  
REPAIR HEADLAMP CLOSURE DIAG TESTS. CK. SWITCH CONNECTORS.  
MOTORS & GROUND. REPLACE HEADLAMP CLOSURE MODULE  
DESCRIPTION  
MODULE 2.705  
UNIT PRICE  
JOB # 3 TOTAL PARTS  
0.00  
JOB # 3 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

REPLACE HEADLIGHT SWITCH LOCK. LIGHTS WILL WORK ONLY  
WHEN HEADLIGHT SWITCH IS ON. NO  
REPAIR HEADLAMP CLOSURE DIAG TESTS. CK. SWITCH CONNECTORS.  
MOTORS & GROUND. REPLACE HEADLAMP CLOSURE MODULE  
DESCRIPTION  
MODULE 2.705  
UNIT PRICE  
JOB # 3 TOTAL PARTS  
0.00  
JOB # 3 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

REPLACE HEADLIGHT SWITCH LOCK. LIGHTS WILL WORK ONLY  
WHEN HEADLIGHT SWITCH IS ON. NO  
REPAIR HEADLAMP CLOSURE DIAG TESTS. CK. SWITCH CONNECTORS.  
MOTORS & GROUND. REPLACE HEADLAMP CLOSURE MODULE  
DESCRIPTION  
MODULE 2.705  
UNIT PRICE  
JOB # 3 TOTAL PARTS  
0.00  
JOB # 3 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

REPLACE HEADLIGHT SWITCH LOCK. LIGHTS WILL WORK ONLY  
WHEN HEADLIGHT SWITCH IS ON. NO  
REPAIR HEADLAMP CLOSURE DIAG TESTS. CK. SWITCH CONNECTORS.  
MOTORS & GROUND. REPLACE HEADLAMP CLOSURE MODULE  
DESCRIPTION  
MODULE 2.705  
UNIT PRICE  
JOB # 3 TOTAL PARTS  
0.00  
JOB # 3 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

REPLACE HEADLIGHT SWITCH LOCK. LIGHTS WILL WORK ONLY  
WHEN HEADLIGHT SWITCH IS ON. NO  
REPAIR HEADLAMP CLOSURE DIAG TESTS. CK. SWITCH CONNECTORS.  
MOTORS & GROUND. REPLACE HEADLAMP CLOSURE MODULE  
DESCRIPTION  
MODULE 2.705  
UNIT PRICE  
JOB # 3 TOTAL PARTS  
0.00  
JOB # 3 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY

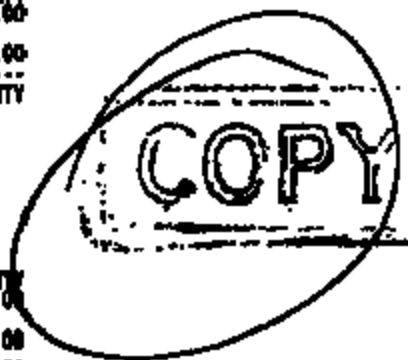
REPLACE HEADLIGHT SWITCH LOCK. LIGHTS WILL WORK ONLY  
WHEN HEADLIGHT SWITCH IS ON. NO  
REPAIR HEADLAMP CLOSURE DIAG TESTS. CK. SWITCH CONNECTORS.  
MOTORS & GROUND. REPLACE HEADLAMP CLOSURE MODULE  
DESCRIPTION  
MODULE 2.705  
UNIT PRICE  
JOB # 3 TOTAL PARTS  
0.00  
JOB # 3 TOTAL LABOR & PARTS  
0.00

WARRANTY

0.00

0.00

WARRANTY



[CONTINUED ON NEXT PAGE]

10:42:05

10:42:00



\* SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

INVOICE NO. 3135	CUSTOMER KIMBERLY A NURSCOE 391	DEPT NO. 416	INVOICE DATE 03/25/99	INVOICE TO CVC888
LABOR RATE	LABOR NO. HX477N	LABOR 21267	COLOR GREEN/	BOOKING
VEHICLE MAKE/MODEL 97/CHEVROLET/CORVETTE/2DR COUPE			DEALER CODE	CUSTOMER NAME
VIN 1G1YY22G0V5104704			WELFARE DEPARTMENT	WELFARE CODE
ALACHUA, FL	APR NO.	PARS	NO. DATE 03/23/99	
				NO: 21

# LABOR & PARTS

JOB # 1 09CVZ

ALL DRIVABILITY  
CUSTOMER STATES WENT OVER BUMP THEN SERVICE ENGINE LIGHT  
CAME ON, TRACTION SYSTEM LIGHT AND LOW ENGINE POWER LIGHT  
CAME ON  
CODE P1125  
REPLACE TAC MODULE

TECH(S) 1344

WARRA

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25319443	MODULE 3.670	

JOB # 1 TOTAL PARTS

WARRA

JOB # 1 TOTAL LABOR & PARTS

0

JOB # 2 14CVZ01

DOORS  
CUSTOMER STATES LEFT FRONT DOOR ARMREST MATERIAL COMING  
LOOSE 80PI  
LEFT DOOR PANEL MATERIAL COMING OFF  
REPLACE LEFT FRONT DOOR PANEL

TECH(S) 1306

WARRA

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	10420164	TRIM 14.685	

JOB # 2 TOTAL PARTS

WARRA

JOB # 2 TOTAL LABOR & PARTS

0

JOB # 3 01CVZMOB-1-SER MOBIL-1 OIL SER  
MOBIL-1 OIL SERVICE  
COMPLETE

TECH(S) 1914

11

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	PK44N	MOBIL 1 OIL SVC KIT	46.00
JOB # 3	1	25010633	OIL FLTR 1.836	****
JOB # 3	7	12346184	OIL ENGINE 8.000	****
JOB # 3	1	1051515X	WASHER FL	****

JOB # 3 TOTAL PARTS

46

JOB # 3 TOTAL LABOR & PARTS

46

57

JOB # 4 21CVZ02

COURTESY TRANS  
RENTAL VEHICLE  
CUSTOMER LIVES OUT OF TOWN, HAD TO ORDER PART

TECH(S) 19999

WARRA

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4				

JOB # 4 TOTAL PARTS

0

JOB # 4 TOTAL LABOR & PARTS

0

SUBLET	POW	WEND INVO	INV DATE	DESCRIPTION
JOB # 1	59636	44008	03/23/99	STAMP
JOB # 1	59680	0405514	03/25/99	ENTERPRISE

TOTAL - SUBLET

WARRA

WARRA

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A		SS OTHER SUPPLIES	

TOTAL - MISC

0

0

MAIN STREET  
CHEVROLET

COPY



\* SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

3165	KIMBERLY A MURSCOE 391	416	03/25/99	03/25/99
	LOCATION	ADDRESS	CITY	STATE
		TX 77771	21267	GREEN/
	77/CHEVROLET/CORVETTE/2DR COUPE			CLERK/CLERK
	VIN: 1G1YY2280V5104704			WARRANTY NO.
ALACHUA, FL	P.O. NO.	P.O. NO.	03/23/99	
				NO: 2

# TOTALS

\*\*\*\*\* GM GOODWRENCH SERVICE PLUS \*\*\*\*\*  
 !!!! AN ASTERICK "\*" BY PART NUMBER INDICATES PART  
 MAY BE ELIGIBLE FOR LIFETIME SERVICE GUARANTEE !!!!  
 !!!! A POUND SIGN "#" BY A PART NUMBER INDICATES PART  
 IS NON-GM AND CARRIES ONLY THE OTHER MANUFACTURERS  
 WARRANTY OR NO WARRANTY!!!!  
 <<< MV-03020 >>>  
 \*\*\* PAYMENT METHOD \*\*\*

TOTAL LABOR.... 1  
 TOTAL PARTS.... 4  
 TOTAL SUBLET...  
 TOTAL S.O.B....  
 TOTAL MISC CHG...  
 TOTAL MISC DISC...  
 TOTAL TAX.....  
 TOTAL INVOICE \$ 6

CASH [ ] CHECK [ ] CHARGE [ ]  
 MC/VISA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]  
 OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE  
 MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SHOP  
 SUPPLIES AND / OR WASTE DISPOSAL

BUSINESS

CUSTOMER SIGNATURE

3/25/99

COPY





8751 ADAMO DRIVE TAMPA, FL 33619  
PHONE (813) 823-2411  
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE OF FLORIDA REGISTRATION NUMBER MV-11  
PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

ORDER NO. 13839	TECHNICIAN FRANK A. LESKODY 5108	DATE 08/08/99	WARRANTY NO. CVC8281128
	LOCATION 30816	DATE 08/08/99	STOCK NO.
	VEHICLE MAKE 67/CHEVROLET/CORVETTE/2 DR COUPE	WARRANTY DATE 06/28/97	WARRANTY MILE
	VEHICLE VIN 1G1YY2280V6104704	WARRANTY MILEAGE	PRODUCTION DATE
VALICO, FL	DATE 08/08/99	DATE 08/08/99	

LABOR & PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 2	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 3	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 4	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 5	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 6	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 7	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 8	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 9	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 10	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 11	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 12	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 13	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 14	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 15	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 16	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 17	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 18	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 19	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 20	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 21	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 22	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 23	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 24	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 25	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 26	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 27	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 28	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 29	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 30	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 31	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 32	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 33	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 34	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 35	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 36	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 37	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 38	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 39	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 40	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 41	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 42	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 43	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 44	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 45	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 46	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 47	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 48	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 49	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 50	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 51	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 52	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 53	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 54	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 55	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 56	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 57	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 58	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 59	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 60	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 61	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 62	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 63	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 64	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 65	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 66	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 67	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 68	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 69	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 70	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 71	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 72	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 73	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 74	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 75	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 76	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 77	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 78	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 79	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 80	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 81	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 82	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 83	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 84	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 85	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 86	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 87	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 88	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 89	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 90	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 91	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 92	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 93	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 94	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 95	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 96	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 97	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 98	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 99	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00
JOB # 100	REPLACE STEERING COLUMN TILT LOCK	0.00	0.00



COPY



8781 ADAMS DRIVE TAMPA, FL 33610  
PHONE: (813) 823-3411

8808 ADAMS DRIVE TAMPA, FL 33610  
PHONE: (813) 823-8800

STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE OF FLORIDA REGISTRATION NUMBER MV-1

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

DATE OF BIRTH 12/28	NAME FRANK A. LERKOVY 6108	THE NO. 8872	MAJOR DATE 08/08/88	ADDRESS CNC5251128
	LOCATION 30815		MODEL GPM	ATTENTION
	YEAR/MAKE/MODEL 87/CHEVROLET/CORVETTE 2 DR COUPE		DELIVERY DATE 06/28/87	DELIVERY MILE
	VIN 1G1YY2280V8104704		DELIVERY MILEAGE	PRODUCTION DATE
VALRICO, FL	F.T. END	P. G. NO.	P. G. DATE 08/08/88	
RESIDENTIAL PHONE	ALTERNATE PHONE	COMMENTS		

# TOTALS

## PAYMENT METHOD

CASH      MASTER CARD/VISA      AMERICAN EXPRESS  
CHECK      CREDIT BLANCH      DISCET      CHARGE

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.D.G.	0.00
TOTAL MISC. CHG.	0.00
TOTAL MISC. DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION. WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER IF YOU CAN'T ANSWER THIS SURVEY COMPLETELY SATISFIED. PLEASE CONTACT OUR SERVICE MANAGER, THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.

INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE



**Goodwrench**  
Service  
Plus

COPY

CUSTOMER COPY

[ END OF INVOICE ]

16184189





# YOUR HOMETOWN DEALER MAIN STREET CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7881

DEALER NO. 3188	ADJACENT MICHAEL WALDE 2614	VIN NO. 3438	ORDER DATE 08/08/88	ORDER NO. CVC880007
	CARD NO. RX4806	ORDER NO. 34785	ORDER GREEN	STOCK NO.
	VEHICLE MAKE / MODEL 07/CHEVROLET/CORVETTE/2DR COUPE		DELIVERY DATE	DELIVERY TIME
	VEHICLE NO. 1G1YY2280V6 104704		DELIVERY DEALER NO.	PRODUCTION DATE
ALACHUA, FL	K.T. NO.	P.A. NO.	A.C. DATE 08/02/88	MO: 34782
COMMENTS				REPRINT # 1

LABOR & PARTS-----

JOB 1 14CVZ ALL TRIM TECH(S):386 WARRANTY

CUSTOMER STATES PASSENGER SIDE DOOR PANEL AND REST MATERIAL  
DOING LOOSE  
INTERNAL COVERING RIGHT FRONT DOOR PANEL, CONTING UNGLUED  
DOOR DOOR PANEL  
REPLACED RIGHT FRONT DOOR PANEL

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
38 11	1	182208	TRIM 14 885	0.00	WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB 2 14CVZ ALL TRIM TECH(S):300 WARRANTY

CUSTOMER STATES REAR VIEW MIRROR FEEL OFF  
DOOR TRIM  
REAR VIEW MIRROR CASE ARM WILL NOT STAY ON WINDSHIELD  
REPLACED REAR VIEW MIRROR ASSEMBLY

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

JOB 3 88CVZ ALL SUSPENSION TECH(S):315 WARRANTY

CUSTOMER STATES FRONT RIGHT RIM CRACKED ON INSIDE  
RIM CRACKED FOUND CRACK AT HEAD OF TIRE ON RIM  
REPLACED R/T RIM

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
38 3		182208	TRIM 14 885	0.00	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

JOB 4 12CVZ ALL BODY ELECTRICAL TECH(S):306 WARRANTY

CUSTOMER STATES BOTH REMOTE TRIM  
DOOR KEY FORDS NOT LOCKING OR UNLOCKING DOORS WHEN  
REPROGRAMMED BOTH KEY FORDS

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

JOB 5 14CV280 TRIM EXTERIOR TECH(S):306 WARRANTY

CUSTOMER STATES E-BRAKE HOP  
DOOR KEY FORDS NOT LOCKING CAR IN PLACE WHILE SITTING  
STILL IN PLACE OUT OF POSITION  
ADJUSTED EMERGENCY BRAKES BY PULLING E BRAKE HANDLE  
SEVERAL TIMES

COPY



# YOUR BOWTOWN DEALER MAIN STREET CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

CUSTOMER NO. 3186	ADJUSTER MICHAEL WILDE 2814	VEH NO. 3430	WORK DATE 08/08/08	WORK NO. CVC880007
	LABOR RATE	LEADERS HZ400M	LEADER 34785	WORKING
	VEH TYPE / MAKE / MODEL 07/CHEVROLET/CORVETTE/2DR COUPE			DRIFT DAY
	VIN 181YY2280V6 104704			DRIFT RIDE
ALACHUA, FL	R.T.E.M.	P.C.M.	R & B 08/02/08	PRODUCTION DATE
REMARKS			MD: 34792	
REPRINT # 1				

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 6 TOTAL PARTS 0.00  
 JOB # 6 TOTAL LABOR & PARTS 0.00  
 JP 6 1ACV211 TRIM INTERIOR TECH(S):308 WARRANTY  
 CUSTOMER STATES CHECKS AROUND CORNER SEEMS LIKE ITS COMING  
 FROM TARGA TOP  
 RISE FROM ALIGNMENT PINS ON TARGA COVER RUBBING  
 IN STRIPES  
 REMOVED TOP AND LUBRICATED PINS ON TOP  
 RISE FROM TARGA COVER IS GONE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 6 TOTAL PARTS 0.00  
 JOB # 6 TOTAL LABOR & PARTS 0.00  
 JP 7 06CV208-1 SER. HOIL-1 OIL SER. TECH(S):1914 11.95  
 HOIL-1 OIL SERVICE  
 COMPLETE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JP 7 06CV208-1 SER. HOIL-1 OIL SER. 46.00 46.00  
 HOIL-1 OIL SERVICE  
 COMPLETE  
 JOB # 7 TOTAL PARTS 46.00  
 JOB # 7 TOTAL LABOR & PARTS 57.95  
 TECH(S):315 39.95

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JP 8 06CV281 2 WHEEL ALIGN. TECH(S):315  
 CUSTOMER STATES CHECKS ALIGNMENT  
 FL ALIGNMENT CASTERS/SHOCKS OUT OF SPEC  
 ALIGNED FRONT END

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 8 TOTAL PARTS 0.00  
 JOB # 8 TOTAL LABOR & PARTS 39.95  
 TECH(S):297

JP 9 40CVZ EXTERIOR WASH  
 COURTESY WASH EXTERIOR OF VEHICLE  
 COURTESY WASH CUSTOMERS VEHICLE, RINSE WITH SPOT FREE  
 WATER. NO CHARGE.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 9 TOTAL PARTS 0.00  
 JOB # 9 TOTAL LABOR & PARTS 0.00

MISC-----QTY-----DESCRIPTION-----CONTROL NO-----  
 JOB # A SS OTHER SUPPLIES TOTAL MISC 1.80

COPY



# YOUR HOMETOWN DEALER MAIN STREET CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7881

CLIPPER NO. 3186	OWNER MICHAEL WALDE 2014	TAX ID 3430	BOOKING DATE 09/08/09	BOOKING NO. CYC88007
	LAST NAME WALDE	BOOKING NO. 34700	COLOR GREEN	BOOKING NAME
	VEHICLE MAKE 97CHEVROLETCONVERTIBLE COUPE		DELIVERY DATE	DELIVERY NAME
	VEHICLE ID NO. 1B1YY2280V6 104704		DELIVERY LOCATION	PRODUCTION CODE
ALACHUA, FL	F.F.N.O.	F.F.N.O.	R. & B.N. 08/02/09	MO: 34702
REPRINT# 1				

## TOTALS

\*\*\*\*\* ON GOODWILL SERVICE PLUS \*\*\*\*\*  
!!!! AN ASTERISK BY POST NUMBER INDICATES PART  
MAY BE ELIGIBLE FOR LIFETIME SERVICE GUARANTEE !!!!  
!!!! AN "AT" BY A PART NUMBER INDICATES THE PART  
IS NON-ON AND CARRIES ONLY THE OTHER MANUFACTURERS  
WARRANTY OR NO WARRANTY!!!!

TOTAL LABOR	51.80
TOTAL PARTS	41.80
TOTAL TAX	1.00
TOTAL INVOICE \$	107.63

\*\*\* PAYMENT METHOD \*\*\*  
CASH [ ] CREDIT [ ]  
VISA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE  
VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SUP  
SUPPLIES AND / OR WASTE DISPOSAL  
THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

COPY

CUSTOMER NO. 3185	ADVISOR MICHAEL WILDE 2514	YARD NO. 3301	WORK DATE 12/06/99	WORKER NO. CNC51031A1
	LABOR RATE FIXED RATE	LABOR NO. 46837	DECK BUREAU	WORKER NO.
	VEHICLE MAKE / MODEL CHEVROLET / CORVETTE / ZOR COUPE		DELIVERY DATE	DELIVERY DATE
	VEHICLE NO. 181VY2280V5 104704		DELIVERY NO.	PRODUCTION DATE
ALACHUA, FL	F.T.E. NO.	P.O. NO.	W.E. DATE 12/06/99	W.E. NO. 052310
TECH(S) NO.	COMMENTS			

LABOR & PARTS.....  
 JOB # 1 DSCVZ ALL DRIVABILITY TECH(S): 2729  
 CUSTOMER STATES SES LIGHT COMES ON  
 TROUBLE CODE P1431 FUEL SENSOR LOW VOLTAGE 1728 MILES SINCE  
 FAIL INTERMITTENT  
 UNABLE TO DUPLICATE THIS VISIT.

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....  
 JOB # 1 TOTAL PARTS 8.00  
 JOB # 1 TOTAL LABOR & PARTS 8.00  
 JOB # 2 DSCVZ/TRANS. TRANS SERVICE TECH(S): 2729 37.95  
 CUSTOMER REQUESTS TRANSMISSION SERVICE  
 COMPLETE

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....  
 JOB # 2 4 12246187 DEX 3 OIL 8.00 8.00  
 JOB # 2 TOTAL PARTS 8.00  
 JOB # 2 TOTAL LABOR & PARTS 44.61

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....  
 JOB # A SS OTHER SUPPLIES 2.56  
 TOTAL - MISC 2.56

TOTALS.....  
 \*\*\*\*\* ON GOODWILL SERVICE PLUS \*\*\*\*\*  
 (111) AN ASTERISK \* BY PART NUMBER INDICATES PART  
 MAY BE ELIGIBLE FOR LIFETIME SERVICE GUARANTEE (111)  
 (111) ON \*AT\* TO BY A PART NUMBER INDICATES THE PART  
 IS NEW - EN AND COPIES ONLY THE OTHER MANUFACTURERS  
 WARRANTY OR NO WARRANTY (111)  
 \*\*\* PAYMENT METHOD \*\*\*  
 CASH [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]  
 (NESA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]  
 OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE  
 MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SHOP  
 SUPPLIES AND / OR WASTE DISPOSAL  
 THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

COPY

12/06/99



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

SHIPMENT NO. 3165	ADDRESS MICHAEL WILDE 2514	CITY 3873	EXPORT DATE 04/28/00	IMPORT NO. CVC8110324
	CARRIER H&H	LEADS NO. HX488M	EXPORT 81430	EXPORT NO. BFEH
	YEAR / MAKE / MODEL 87/CHEVROLET/CORVETTE ZDR COUPE		EXPORT DATE	EXPORT TIME
	VEHICLE NO. 1B1YY2280V6 104704		EXPORT COUNTRY	PRODUCTION DATE
ALACHUA, FL	R.T. NO.	P.O. NO.	A.C. DATE 04/13/00	MO: 81430
SHIPMENT NO.	COMMENTS			

LABOR & PARTS  
J6100CZK6-1 SER MOBIL-1 OIL SER  
MOBIL-1 Oil Service  
COMPLETE

TECH(S):317 3726

11.85

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			1 OIL SVC KIT	45.00	45.00
			OIL FILTER	1.00	1.00
			OIL PAN	8.00	8.00
			WASH	1.00	1.00
			SUB-LP	8.91	8.91

**JOB # 1 TOTAL PARTS: 43.00**

**JOB # 1 TOTAL LABOR & PARTS \$22.00**

DATE	TIME	DRIVER/UTILITY	TECH(S)	WARRANTY
3/2	0902Z	CUSTOMER STATES: SEA LIGHT COMES ON INTERMITTENTLY OPEN TO STREAMING WHEEL SEA JOE SENSOR CLEAR CODES	TECH(S): 3725	

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
2			2000000	SEASON 1.52		

JOB # 2 TOTAL PARTS 27

JOB # 2 TOTAL LABOR & PARTS \$2.00

34.3 070HZ DRIVE REPAIR TECH(S): 317 3726  
CUSTOMER STATES CHECK DRIVES, PULSATE EXCESSIVE RUN OUT  
FRONT DRIVE SHAFT AND ROTORS WITH FRONT ROTORS  
REPLACE FRONT DRIVE SHAFT AND REAR DRIVE SHAFT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
100 2 3	1	12300001	MD KIT 0.017		137.00
				TOTAL	137.00

JOB # 3 TOTAL AIDS 127.00

378 2 TOTAL LABOR & PARTS 201.50

30 4 120VZ BODY ELECTRICAL TECH(S): J720  
CUSTOMER STATES FUEL GAUGE READS EMPTY  
INTERMITTENTLY OPEN IN THE LEFT FUEL TANK FUEL LEVEL SENSOR  
REPLACE LEFT FUEL TANK WITH FUEL NOZZLE IN IT  
CLEAN CODES

QTY	UNIT PRICE	TOTAL
1	104.00	104.00

**JOB # 4 TOTAL PARTS** .....

378 4 TOTAL LABOR & PARTS \$ 475.00

JP 5 0807Z. TIME REPAIRS. TECH 51 0000. CUSTOMER STATES NOISE IN TRANSMISSION WHEN SHUTTING OFF ENGINE. TIME MAKING NOISE. NOISE WHEN SHUTTING OFF ENGINE.

TECH 151 60 60

**WIRTSCHAFT**

**COPY**



# YOUR HOMETOWN DEALER! MAIN STREET CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

SALES REP 3100	ADVISOR MICHAEL WILDE 2514	VEHICLE 3573	WORK ORDER 04/28/00	WORK ORDER CNC8110334
	LABOR RATE HX480M	REPAIR 81430	COLOR GREEN	VEHICLE GREEN
	VEHICLE MAKE / MODEL 07/CHEVROLET/CORVETTE/2DR COUPE		DEALER'S NAME	DEALER'S PHONE
	VEHICLE VIN 1B1YY2268V5 104704		SALES REPRESENTATIVE	PRODUCTION DATE
ALACHUA, FL	R.T.E. NO.		R & DATE 04/13/00	MO: 81430
COMMENTS				

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	1002210	W/DRAGS 4.803		
JOB # 5	1	1002271	LINE 8.100		
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00
JOB # 61CVZ34 FUEL FILTER					
CUSTOMER REQUESTS FUEL FILTER TO BE REPLACED					
PERFORMED SERVICE					
TECH(S):317 3726					34.96

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	1	1002778	FILTER 3.800	11.72	
JOB # 6 TOTAL PARTS					11.72
JOB # 6 TOTAL LABOR & PARTS					46.67

SUBLET	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	1	1002778	04/28/00 CAR TOPS		
TOTAL - SUBLET					0.00

MISC	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # A	SS		OTHER SUPPLIES		
TOTAL - MISC					13.85

ESTIMATE	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
CUSTOMER			ORIGINAL ESTIMATE OF \$301.00 (+TAX)		
TOTALS					

***** ON EXCHANGING SERVICE PLUS *****					
!!!! AN ASTERISK (*) IN ANY NUMBER INDICATES PART					
IS NOT ELIGIBLE FOR LIFETIME SERVICE GUARANTEE !!!!					
!!!! AN AT - 01 IN A PART NUMBER INDICATES THE PART					
IS NOT IN A CAR PARTS ONLY THE OTHER MANUFACTURERS					
WARRANTY OR NO WARRANTY!!!!					
*** PAYMENT METHOD ***					
CASH [ ] CREDIT [ ] CHARGE [ ]					
REVISA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]					

TOTAL LABOR	101.99
TOTAL PARTS	11.72
TOTAL SUBLET	0.00
TOTAL MISC	13.85
TOTAL TAX	21.87
TOTAL INVOICE \$	258.78

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE  
 SUPPLIER AND / OR WAREHOUSE  
 THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE





# YOUR HOMETOWN DEALER! MAIN STREET CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

CUSTOMER NO. 3184	ADVISOR KIMBERLY A MURPHY 301	TRN NO. 2488	WORK ORDER 03/22/01	WARRANTY NO. CVCS120822
	LAST NAME MURPHY	DATE OF BIRTH 03/22/01	COLOR GREEN	WARRANTY NO. CVCS120822
	VEHICLE IDENTIFICATION NO. 1B1YYZ2H0V6 104704	VEHICLE TYPE CORVETTE	VEHICLE MAKE CHEVROLET	VEHICLE MODEL CORVETTE
ALACHUA, FL				

LABOR & PARTS				
JOB # 1	12CVZ	TECH(S):344	399.75	
CUSTOMER STATES SERVICE STEERING COLUMN LOCK WAS ON				
COLUMN LOCK MOTOR BINDING AND BODY CONTROL MODULE SENDING				
BOD. CONTROL TO MOTOR				
BOD. DIAGNOSTIC, REPLACE LOCK MOTOR AND BCM.				
REPROGRAM AND RELEASE THEFT PASSWORD.				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	2500000	LOCK 1.00	169.00
JOB # 1	1	9381909	MODULE 2.560	169.00
JOB # 1 TOTAL PARTS				338.00
JOB # 1 TOTAL LABOR & PARTS				915.72
JOB # 2	12CVZ12	TECH(S):344	95.94	
Added Operation: HEADLIGHT ADJ/REP				
HEADLIGHTS WENT GO DOWN				
HEAD LITE MODULE SHORTING.				
BOD. DIAGNOSTIC AND REPLACE HEADLITE DOOR MODULE.				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	16023917	MODULE 2.750	147.90
JOB # 2 TOTAL PARTS				147.90
JOB # 2 TOTAL LABOR & PARTS				243.84
JOB # 3	3-01CVZ15	TECH(S):344	11.98	
Added Operation: 1-SEE NORTH-1 OIL SER				
1-THROTTLE CABLE & 03/18/2001 11:00				
OIL - 1 OIL SERVICE				
COMPLETE				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	16023917	MODULE 2.750	147.90
JOB # 3	1	16023917	MODULE 2.750	147.90
JOB # 3	1	16023917	MODULE 2.750	147.90
JOB # 3 TOTAL PARTS				46.08
JOB # 3 TOTAL LABOR & PARTS				57.96
JOB # 4	4-01CVZ15	TECH(S):344		
Added Operation: AIR FILTER				
CUSTOMER REQUEST AIR FILTER TO BE REPLACED.				
PERFORMED SERVICE				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	2500000	AIR FILTER 3.410	20.00
JOB # 4 TOTAL PARTS				20.00
JOB # 4 TOTAL LABOR & PARTS				20.00

**COPY**



# MAIN STREET

CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

INVOICED TO: 3185	ADDRESS KENNEDY A MURDOCK 301	DATE 2488	INVOICE DATE 03/22/01	INVOICE NO. CYS128822
	VEHICLE NO. N1408M	MODEL 08883	COLOR GREEN	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET/CORVETTE/2DR COUPE		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 181YY2280V5 104704		SELLING DEALER NO.	PRODUCTION DATE
ALACHUA, FL	P.O. BOX	P.O. BOX	R.C. DATE 03/16/01	MO: 00000

LABOR & PARTS				
JOB # 5: 5-01CVZ-ROPSER DIFFERENTIAL SERVICE				
Added Operation (08/16/2001 11:08)				
CUSTOMER REQUESTS REAR DIFFERENTIAL SERVICE				
REMOVE COVER DRAIN FLUID, CLEAN COVER, REPLACE GASKET, FILL WITH FLUID.				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	1234567	AMERICAN 8.000	8.40
JOB # 5	1	102258	AMERICAN 8.000	13.37
JOB # 5 TOTAL PARTS				22.77
JOB # 5 TOTAL LABOR & PARTS				62.75
JOB # 6: 5-01CVZ-TRNSR STANDARD TRANS SER				
Added Operation (08/16/2001 11:08)				
STANDARD TRANSMISSION SERVICE				
COMPLETE				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6	3	1234567	DEX 3 BUL 8.000	3.85
JOB # 6 TOTAL PARTS				11.55
JOB # 6 TOTAL LABOR & PARTS				51.53
JOB # 7: 7-01CVZ-FLUSH COOLING SYSTEM FLUSH				
Added Operation (08/16/2001 11:08)				
DRAIN COOLING SYSTEM, FLUSH SYSTEM, REPLENISH COOLANT.				
CUSTOMER REQUESTS COOLING SYSTEM FLUSH				
PERFORM COOLING SYSTEM FLUSH				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7	1	1234569	COOLANT 8.000	14.00
JOB # 7 TOTAL PARTS				14.00
JOB # 7 TOTAL LABOR & PARTS				14.00
JOB # 8: 8-01CVZ-NTSC MAINT				
Added Operation (08/16/2001 11:08)				
AC AND SERPENTINE BELT CRACKED				
REPLACE BOTH BELTS.				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 8	1	1234569	BELT 1.000	50.25
JOB # 8	1	1234569	BELT 1.000	50.25
JOB # 8 TOTAL PARTS				100.50
JOB # 8 TOTAL LABOR & PARTS				196.44
JOB # 9: 9-01CVZ-BS FUEL SYSTEM SERVICE				
Added Operation (08/16/2001 11:08)				
CUSTOMER REQUESTS FUEL SYSTEM SERVICE				
PERFORM FUEL SYSTEM SERVICE				
THANK YOU FOR YOUR BUSINESS				

COPY





# YOUR HOMETOWN DEALER MAIN STREET CHEVROLET



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

CUSTOMER NO. 3168	ADDRESS KIMBERLY A MURSCOE 301	YOB NO. 2488	WORKER NO. 03/22/01	WORKER NO. CVC-112822
	LABOR RATE BY HOUR	REPAIR NO. 88883	COLOR GREEN	BOOK NO.
	YEAR / MAKE / MODEL 87/CHEVROLET/CONVETTE 2DR COUPE		SALE DATE	ORDER DATE
	VIN 1B1YY2260Y8 104704		SALE PRICE	PRODUCTION DATE
ALACHUA, FL				

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 9	1	88208	INDIC 3-PARTKI	40.00
JOB # 9 TOTAL PARTS				40.00
JOB # 9 TOTAL LABOR & PARTS				98.95

W10-01CVZ14 FUEL FILTER  
Added Operation (SUBSHEET # 03/16/2001 11:08)  
CUSTOMER REQUESTS FUEL FILTER TO BE REPLACED  
PERFORMED SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 10	1	1026798	FILTER 3.890	20.00
JOB # 10 TOTAL PARTS				20.00
JOB # 10 TOTAL LABOR & PARTS				59.95

W11-09CVZ DRIVEABILITY  
Added Operation (SUBSHEET # 03/16/2001 11:08)  
REPLACE PLUGS WIPES AND WAX  
HAS ORIGINAL SPARK PLUGS AND WIPES  
COMPLETE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 11	8	1213264	WIRE 9/10 1.239	142.00
JOB # 11	8	1263197	SPARK PLU 2.270	217.60
JOB # 11 TOTAL PARTS				359.60
JOB # 11 TOTAL LABOR & PARTS				577.55

SUBLET	PCN	YOB	INNOV	DATE	DESCRIPTION	TOTAL	SUBLET
JOB # 1	8102	88234	03/16/01	STARS		72.00	

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	OTHER SUPPLIES	
TOTAL MISC			19.95

ESTIMATE  
CUSTOMER RECEIVED  
APPROVED ORIGINAL ESTIMATE OF \$29.95 (+TAX)  
BY DATE REVISED ESTIMATE OF \$1 OF \$260.00 (+TAX) ON 03/16/01 AT 11:08am  
COMMENTS

**COPY**



# **MAIN STREET** **CHEVROLET**



2600 N. MAIN ST. GAINESVILLE, FL. 32609 (352) 376-7581

CONTRACT NO. <b>3185</b>	OWNER <b>KIMBERLY A. MURSCOE 201</b>	VEHICLE NO. <b>2480</b>	DATE DATE <b>03/22/01</b>	WORK ORDER NO. <b>CVC8128822</b>
	MAKE <b>MYAOM</b>	MODEL <b>SPORT</b>	COLOUR <b>GREEN</b>	STOCK NO.
	VEHICLE TYPE / MODEL <b>2001 CHEVROLET CORVETTE / Z06 COUPE</b>		DELIVERY DATE	DELIVERY TIME
	VEHICLE NO. <b>101YV2280V6 104704</b>		WARRANTY DATE	WARRANTY TIME
ALACHUA, FL				

## TOTALS

\*\*\*\*\* EN GOODWILL SERVICE PLUS \*\*\*\*\*  
 !!!! AN ASTERISK \* BY PART NUMBER INDICATES PART  
 MAY BE ELIGIBLE FOR LIFETIME SERVICE GUARANTEE !!!!  
 !!!! AN AT - (0) BY A PART NUMBER INDICATES THE PART  
 IS NON-EN AND CHARGES ONLY THE OTHER MANUFACTURERS  
 WARRANTY OR NO WARRANTY!!!!

TOTAL LABOR	1143.22
TOTAL PARTS	1143.22
TOTAL SUBLET	72.00
TOTAL P.O.C.	0.00
TOTAL DISC. CHG.	20.00
TOTAL DISC. DISC.	0.00
TOTAL TAX	143.55
<b>TOTAL INVOICE \$</b>	<b>2536.07</b>

CASH [ ] CHECK [ ] CHARGE [ ]  
 MC/VISA [ ] AM EXPRESS [ ] DISCOVER [ ] OTHER [ ]

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE  
 MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISC. SHOP  
 SUPPLIES AND / OR WASTE DISPOSAL  
 THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

**PAID**  
 MAR 23 2001  
 01/12/01

**COPY**





October 4, 2001

[REDACTED]  
Alachua, FL [REDACTED]

Request: C03519701

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1997 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G0V5104704, enclosed is the Owner Loyalty Certificate for the amount of \$2,000.00. This certificate is valid through October 4, 2002 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1997 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

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

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

Sincerely,

John Duffield  
Customer Relationship Manager

RS0027-T/mrk

**Issued by:**  
***Chevrolet***

**Certificate No. CARS03519701**

**Issue Date: October 4, 2001**

**Issued exclusively for:**

**Alachua, FL**

**Valid through: October 4, 2002**

**Amount: Two Thousand Dollars and no Cents**  
**\*\*\*\*\*\$2,000.00\*\*\*\*\***

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:PORT WALTON BEACH  
FL

HOME PHONE:

CASE NUMBER: 04891322 VIN: 1G1YV22G0V5104900  
MODEL YEAR: 1997  
DATE OPENED: 2001-07-12 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-21 MILEAGE: 40100  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: PRESTON HOOD CHEVROLET INC  
BRC PART#: DEALER ADDRESS: 212 SW HOLLYWOOD BLVD, PORT WALTON  
BEACH, FL, 32548, USA

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

M01 Steering General Excessive Play  
0 REPAIR ATTEMPT(S) LOCKED

C20 Interior Trim Loose  
0 REPAIR ATTEMPT(S) DOOR PANEL

C50 Glass General Loose  
0 REPAIR ATTEMPT(S) TINT COMING APART

## VEHICLE COMPLAINT

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

CUST STATES STEERING WHEEL IS LOCKED . TURNED KEY BUT STEERING WHEEL WONT RELEASE, ALSO DOOR PANELS COMING LOOSE. GLASS TOP TINT COMING OFF. CUST HAS AAA FOR TOW TO DLR. CUST SEEKS ANY ASSISTANCE, FORWARD TO TIRE TWO. JOHN KOVACS CARS TAMPA TIER ONE; 0; 363803224  
2001-07-12

CUST STATED THAT HIS WHEEL LOCKED. CUST STATED THAT HIS STEERING WHEEL DID LOCK UP A FEW DAYS AGO. CUST STATED THAT HE IS ALSO HAVING A CONCERN W/ THE GLUE COMING UNDOING ON THE DOOR PANELS AND VINYL. CUST STATED THAT ALSO THE FACTORY TINT SEEMS TO BE SEPARATING FROM THE WINDOW. CUST SEEKS COST ASSISTANCE ON THE REPAIRS. CRM ADVISED THAT A VEH DIAGNOSIS WOULD BE NEEDED. CUST STATED THAT HE HAS NOT BEEN IN TO THE DLR IN FL FOR THIS OR ANY OTHER MECHANICAL CONCERNS. CUST STATED THAT HE IS IN THE CORVETTE CLUB. CUST STATED THAT HE IS AWARE THAT ASSIST CAN BE PROVIDED. CRM ADVISED THAT IS ON A CASE BY CASE BASIS. CRM ADVISED THAT CRM WOULD RECOMMEND THAT CUST TAKE VEH TO THE DLR. CRM CALLED DLR AND SPOKE W/ RICK, SVC MGR TO MAKE THE DLR AWARE OF THE SITUATION. HE STATED THAT THE CUST CAN CALL AND MAKE AN APPT. CRM ADVISED THE CUST OF THIS INFO. CUST STATED THAT HE WILL TRY TO GET THE VEH IN TO THE DLR ASAP. CUST STATED THAT HIS VEH WAS PURCHASED IN AL. \*\*\*\*  
CONTD.....; 0; 363804578  
2001-07-12

\*i\*\*\* CONTD... CRM SET UP A CALL BACK W/ THE CUST FOR TUESDAY BETWEEN 2 & 3 PM @ 850-621-6288. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 363804692  
2001-07-12

\*\*\*\*\* CRM REVIEWED VIN PROFILE AND DISCOVERED THAT THE VEH HAD COLUMN RELEASE (STEERING) RPL ON 6/26/2000 AND STEER LOCK PART RPL ON 6/19/2000 @ TERRY THOMPSON CHEV IN DAPHNE, FL. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 363807137  
2001-07-17

CRM CALLED THE MOST RECENT DLR IN THE VIN PROFILE TO GET ADDITIONAL INFO ON THE CUST'S VEH AND PAST HISTORY. CRM WAS ADVISED THAT THE SVC MGR MAY BE ABLE TO ASSIST CRM W/ THAT INFO AND THAT HE WAS CURRENTLY UNAVAIL. CRM WILL CALL CUST BACK @ CALL BACK TIME. KISSHA  
FIELDS, CARB, TPA, TIER 2; 0; 364247281  
2001-07-17

CRM CALLED THE CUST BACK. CUST STATED THAT HE TOOK THE VEH IN TO THE DLR AND HAD THE VEH REPAIRED. CUST STATED THAT IT WAS THE LOCKING MECHANISM. CUST STATED THAT HE WAS ADVISED BY THE DLR THAT THEY SEE THE CONCERN ALOT W/ CORVETTES. CUST STATED THAT A CAMPAIGN SHOULD BE STARTED. CRM EXPLAINED TO THE CUST THAT CUST CALLING IN TO THE CENTER IS A WAY THAT DATA IS GATHERED FOR RESEARCH. CRM ADVISED THE CUST THAT FILES ARE REVIEWED. CRM ADVISED THE CUST THAT CRM CAN DOCUMENT CUST'S CONCERNS. CUST STATED THAT HE WANTED IT DOCUMENTED THAT HE HAS HAD TO HAVE THE A/C BELT TENSIONER REPLACED AND THE BARRING REPLACED. CUST STATED THAT HE WANTED THAT TO BE DOCUMENTED. CRM OFFERED ADDITIONAL ASSIST. CUST STATED THAT WAS NO ADDITIONAL ASSIST NEEDED. CRM CLOSING FILE DUE TO NO FURTHER ACTION NEEDED. KISSHA  
FIELDS, CARB, TPA, TIER 2; 0; 364251285  
2001-09-05

CRM RESUMED FILE DUE TO CUST CALLING IN. CRM OBTAINED REQUEST NUMBER FROM CUST AND REVIEWED FILE. CUST STATES STEERING WHEEL WAS LOCKING UP. STATES WANTS TO KNOW IF VEH IS IN RECALL REGARDING CORVETTES STEERING WHEEL LOCKING UP. CUST STATES HAVE NUMEROUS CONCERNS WITH VEH. STATES GLASS TOP IS LEAKING AND TINT IS SEPARATING, POWER LOCK FOR DRIVER SIDE SOMETIMES WON'T UNLOCK, A/C WENT OUT ON DRIVER SIDE, A/C BELT TENSIONER IS WHINNING, AND HAD TO REPLACE SERPENTIN BELT TENSIONER. CUST STATES VINYL ON DOORS IS COMING APART. CUST SEEKS ASSISTANCE IN REPAIRS. CRM ADVISED UPDATING FILE WITH CONCERNS. ADVISED CUST THAT NO RECALLS ON VEH AT THIS TIME. CRM FORWARDING BACK TO FIELDS FOR FARTHER ASSISTANCE.  
MANDI COLE/TIER1/TAMPA; 0; 368571391  
2001-09-05

CUST STATES, CUST SEEKS, PLEASE SEE PREVIOUS CRM'S NOTES. CUST STATED THAT HE HAS BEEN HAVING CONCERNS W/ THE CUST'S VEH. CRM ADVISED THAT IN ORDER FOR ASSIST TO BE CONSIDERED. CUST WOULD HAVE TO TAKE VEH IN TO THE DLR FOR DIAGNOSIS. CRM ADVISED THAT DUE TO THE FACT THAT THE VEH IS OUT SIDE OF THE NEW VEH WRNTY, CUST WILL BE RESPONSIBLE FOR A DIAGNOSTIC FEE. CRM CALLED DLR AND SPOKE W/ SVC MGR, RICK RESCHMEIER. HE STATED THAT THE CUST HAS NOT BEEN IN TO THE DLR FOR ANYTHING OTHER THAN A CAMPAIGN REPAIR. HE STATED THAT THE CUST'S CONCERNS WOULD PROBABLY TAKE A TWO HOUR CHECK OUT TIME. HE STATED THAT COST WOULD PROBABLY BE ABOUT \$100. CRM ADVISED THE CUST OF THIS INFO. CUST STATED THAT HE WOULD LIKE TO PURSUE ASSIST. CRM ADVISED THAT CRM WILL FOLLOW UP W/ THE CUST NEXT WEEK. CRM SET CALL BACK TIME W/ THE CUST FOR NEXT THURSDAY BETWEEN 2 & 3 @ THE PHONE # IN THE FILE. KISSHA  
FIELDS, CARB, TPA, TIER 2; 0; 368572638  
2001-09-12

CRM RESUMED ACCIDENTALLY. KISSHA FIELDS, CARB, TPA, TIER 2; 0; 369157176  
2001-09-13

CRM CALLED THE CUST BACK TO FOLLOW UP W/ THE CUST AND FIND OUT IF THE CUST TOOK THE VEH IN TO THE DLR FOR DIAGNOSIS. CUST WAS UNAVAIL. CRM L/M STATING CRM WAS CALLING IN RE TO CUST'S CONCERN AND ADVISED THAT CRM CAN BE CALLED BACK @ CUST ASSIST PHONE#. KISSHA  
FIELDS, CARB, TPA, TIER 2; 0; 369262707  
2001-09-17

CRM CALLED THE CUST TO FOLLOW UP AND CRM WAS ADVISED THAT HE WAS UNAVAIL. CRM ADVISED THAT CRM WAS CALLING TO FOLLOW UP AND THAT CRM CAN BE CALLED BACK @ CUST ASSIST PHONE #. CRM ADVISED THAT CUST CAN CALL CRM BACK. KISSHA FIELDS, CARB, TPA, TIER 2; 0; 369585455  
2001-09-21

CRM RESUMED TO REVIEW. CRM SENDING CUST UNABLE TO CONTACT LETTER DUE TO CRM CALLING CUST TWO DIFFERENT BUSINESS DAYS @ DIFFERENT X'S OF THE DAY. (9/13 @ 8:46 & 9/17 @ 2:31) KISSHA  
FIELDS, CARB, TPA, 57689; 0; 369933851  
2001-09-21

Letter Approved\*Claudia S. Lis\*Letter Auditor//Tampa; 0; 369970381



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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:  
ENGINE TYPE: 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 SOUGHT:

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

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

September 21, 2001

[REDACTED]  
Fort Walton Beach, FL [REDACTED]

Request: C04891322

Dear [REDACTED]

Thank you for your recent comments regarding your 1997 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,

Kiasha Fields  
Customer Relationship Manager

SU0003-T/csl

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

MIAMI, FL

CASE NUMBER: 05645986 VIN: 1G1YY22G0V5105853  
MODEL YEAR: 1997  
DATE OPENED: 2001-10-08 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-08 MILEAGE: 37000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DADELAND CHEVROLET, INC.  
BRC PARENT: DEALER ADDRESS: 8455 S DIXIE HWY, MIAMI, FL, 33143, USA

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

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

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature in 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\_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'S SECRETARY CALLED IN FOR CUST.

CALLER STATES:

CUST'S VEH'S STEERING WHEEL COLUMN IS LOCKED AND HE CAN'T DRIVE THE VEH. SHE HASN'T HAD VEH TO DLR YET B/C SHE DOESN'T WANT TO OCCUR ANY MORE EXPENSES.

CALLER SEEKS:

CUST'S VEH REPAIRED.

CRM ADVISED:

CRM CONTACTED ANOLIO SUAREZ (SRVC MGR) AT THE DLR WHO STATES THE LAST TIME HE SAW THE CUST WAS ON 10-30-2000 @ 37000 MILES. SRVC MGR STATES HE USUALLY DOES NOT HAVE ANY MAINTENANCE WORK DONE AT THE DLR. SRVC MGR STATES HE HAS NOT DIAGNOSED THE VEH YET.

CRM ADVISED:

CUST OF INFO TO TAKE VEH TO DLR AND HAVE DIAGNOSIS, THEN CRM CAN DO FURTHER RESEARCH.

CUST STATES:

THE CUST PURCHASED AN EXTENDED SRVC CONTRACT AND WONDERS WHY THIS ISN'T COVERED.

CRM ADVISED:

IT IS POSSIBLE THAT IT WOULD BE COVERED UNDER THE EXTENDED SRVC CONTRACT, HOWEVER SINCE IT IS NOT A GMPP SHE WOULD HAVE TO CALL THE SELLING DLR TO FIND OUT WHO THE INDEPENDENT IS.

CUST STATES:

SHE WILL CALL DLR AND FURTHER INVESTIGATE, THEN WILL GIVE CRM A CALL BACK TO

UPDATE.....; 0; 371417079

2001-10-08

...CONT....

CRM CLOSING FILE UNTIL FURTHER CONTACT FROM CUST, B/C CUST DID NOT KNOW WHEN SHE CAN TAKE VEH INTO DLR.

NICHAEEL STEELE/TAMPA/FL PILOT/57730; 0; 371417110  
2001-10-08

CUST STATES THAT SHE HAS CONTACTED THE EXTENDED SRVC CONTRACT PROVIDER. CUST STATES THAT ANYTHING WITH THE STEERING IS NOT COVERED. CUST STATES THAT SHE IS AWARE OF A CAMPAIGN WITH 98-99 CORVETTES THAT HAS A PROBLEM WITH THE STEERING COLUMN LOCKING AND THAT HER VEHICLE IS DOING THE SAME. CUST STATES THAT SHE HAS CALLED AROUND BUT HAS GOTTEN NOWHERE. CUST SEEKS TO HAVE VEHICLE FIXED AT NO COST. CRM ADVISED CUST THAT NO FURTHER RESEARCH CAN BE DONE UNTIL WE HAVE SOME TYPE OF DIAGNOSIS. CUST STATES THAT SHE WILL HAVE THE VEHICLE TOWED TO THE DEALERSHIP TODAY. CRM ADVISED AS SOON AS SHE HAS SOME INFO TO CONTACT CAC\*\*\*\*\*NEXT CRM PLEASE SEND FILE BACK TO JONESJON AND NOTATE ANY INFO THAT CUST WILL GIVE\*\*\*\*\*JOHN JONES/TPA/FL PILOT 57835; 0; 371428738

\*\*\*\*\*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 EQ. WHERE:

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

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

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

DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

NAME:  
COMPANY:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

ADDRESS:

GM RESTRICTED

360766

CASE NUMBER: 03901519 VIN: 1G1YY22G0V5106002  
 DATE OPENED: 04/20/01 MODEL YEAR: 97  
 DATE CLOSED: 05/31/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 46712  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: TX  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

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

CASE NUMBER: 03901519 VIN: 1G1YY22G0V5106002  
 MODEL YEAR: 1997  
 DATE OPENED: 2001-04-20 SERIES: UNKNOWN  
 DATE CLOSED: 2001-05-31 MILEAGE: 46712  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: ATENHOFFER CHEVROLET COMPANY INC  
 BRC PARENT: DEALER ADDRESS: 3211 N NAVARRO, VICTORIA, TX, 77901, USA

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

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

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\Iexplore.exe  
[http://carsweb/webknowledge/Manuals/BOGAndPnP/PP/PP3\\_1.pdf](http://carsweb/webknowledge/Manuals/BOGAndPnP/PP/PP3_1.pdf)]]  
 STEERING COLUMN LOCK

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

CUST STATES THAT HIS CORVETTE HAS A PROBLEM WITH THE STEERING COLUMN LOCKING WHERE HE HAS TO SHAKE THE WHEEL TO GET IT TO UNLOCK. HE IS THE SECOND OWNER OF THE VEH HE DRIVES A BECKOR AND SAYS THAT THEY DO PICKUPS FOR THE DLR AND THE DLR SAID FOR HIM TO GIVE US A



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

350766

CALL. THE DLR HAS PUT IN ABOUT 3 STEERING COLUMNS WITH THE SAME PROBLEMS.  
CUST SEEKS TO KNOW IF THE DEFECT IN HIS STEERING CLOUMN CAN BE PAID FOR.  
CRM ADVISED THE CUST THAT HE IS OUTSIDE THE NVW, SO CRM CAN NOT SAY THE REPAIR WILL BE  
PAID FOR. CRM TOLD CUST THAT THE DLR WOULD NEED TO DIAG BEFORE ANYTHING FURTHER COULD BE  
EXPLORED. \*\*\*\*\* CRM NOTES THAT THE STEERING COLUMN WAS REPLACED UNDER WARR AT 24,001  
MI SCOTT BUNNELL CARS/ATX; 0; 356646719

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

GM RESTRICTED

360766

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:  
 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

360766

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

BOSSIER, LA

CASE NUMBER: 05326536 VIN: 1G1YY22G0V5106078  
MODEL YEAR: 1997  
DATE OPENED: 2001-08-15 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-21 MILEAGE: 80000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: RED RIVER MOTOR COMPANY  
BRC PARENT: DEALER ADDRESS: 221 TRAFFIC ST., BOSSIER CITY, LA, 71111, USA

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

M02 Steering Linkage/Component Parts Other  
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \*Determine Customers Expectation
- \*Using delivery date, establish if vehicle is within any warranty coverage
- \*Listen carefully to evaluate cause of failure - defect or damage
  - ( If damage, consider explaining the consumers responsibility)
- \*Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- \*Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
  - ( 1st attempt - offer to coordinate repair at a dealership)
  - ( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 3) Determine if TAC was previously contacted or is now necessary
    - 4) Establish & document a diagnosis and repair plan
- \*Coordinate with dealership to assist with customer's repair request
- \*Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STATES THAT THE STEERING COLUMN IS LOCKED & WILL NOT DISENGAGE. CUST STATES THAT HE IS AWARE THAT THERE IS A RECALL FOR THE 98-2000 MODEL YRS. CUST STATES THAT HE FEELS THAT THE CONCERNS HE IS HAVING W/ THE VEH IS RELATED TO THIS CAMPAIGN. CUST SEEKS COST ASSISTANCE. CRM ADVISED THAT THE VEH WOULD NEED TO BE DIAGNOSED BY A CHEV DLRSHP 1ST. CRM ADVISED THAT THE CUST WOULD BE RESPONSIBLE FOR THE TOWING AS WELL AS THE DIAGNOSES B/C THE VEH IS OUT OF WARRANTY. CRM CALLED RED RIVER MOTORS & TALKED TO SVC ADV, ROBERT. ROBERT STATES THAT IF THE CUST CAN BRING THE VEH INTO THE DLRSHP EITHER TODAY OR TOMORROW MORNING, THEY SHOULD BE ABLE TO DIAGNOSE THE VEH & REPAIR THE CONCERNS THAT CUST IS HAVING. CRM ADVISED CUST OF INFO. CUST STATES THAT HE WON'T BE ABLE TO TAKE THE VEH TO THE DLRSHP UNTIL TOMORROW. CRM ADVISED THAT THE CUST WOULD BE CONTACTED ON 8/17/01 BETWEEN 11-1 PM PST TO FOLLOW-UP.  
DANIELLE FRISKEY/CAC/PDX; 0; 366761906  
2001-08-20

CRM CALLED DLRSHP & WAS ADVISED THAT THE VEH WAS NOT BROUGHT INTO THE DLRSHP LAST FRIDAY UNLESS THE CUST USED A DIFFERENT NAME. CRM CALLED CUST TO INQUIRE ABOUT WHETHER OR NOT A DIAGNOSES HAS BEEN DONE. CUST WAS U/A. CRM LEFT VM. <><><><> NEXT CRM <><><><> IF CUST CALLS IN REGARDS TO MESSAGE, PLEASE FIND OUT IF THE CUST TOOK HIS VEH INTO A CHEV DLRSHP FOR DIAGNOSES & WHAT DLRSHP HE TOOK THE VEH TO. CRM WILL ATTEMPT TO CONTACT CUST ON 8/21/01 BETWEEN 10-12 PM PST IF CUST HAS NOT CALLED IN BY THEN.

DANIELLE FRISKEY/CAC/PDX; 0; 367175087

2001-08-21

<><><> NEXT CRM <><><>

CRM CALLED CUST & LEFT VM. CRM WILL SEND CALL CAC LETTER. IF CUST CALLS INTO CAC, PLEASE ASSIST ACCORDINGLY. THE CUST WAS GOING TO TAKE HIS VEH INTO CHEV DLRSHP FOR DIAGNOSES & CALL CAC IF FURTHER ASSISTANCE WAS NEEDED. THIS CRM CALLED DLRSHP & THERE IS NO RECORD OF THE VEH BEING BROUGHT INTO THE DLRSHP FOR DIAGNOSES. WHEN & IF THE CUST CALLS IN, PLEASE ASSIST ACCORDINGLY. NO FURTHER ACTION NEEDED. CRM SENDING LETTER & CLOSING FILE.

DANIELLE FRISKEY/CAC/PDX; 0; 367269644

2001-08-22

\*\*\*\*\*NEXT CRM\*\*\*\*\*PLEASE ADVISE CUST THAT DLR NEEDS TO DUPLICATE CONCERN BEFORE THEY CAN DIAGNOSE AND REPAIR VEH.; 0; 367390200

\*\*\*\*\*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:  
  
FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
ERC WARRANTY DATE:  
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:

August 21, 2001

[REDACTED]  
Bossier, LA [REDACTED]

Request: C05326536

Dear [REDACTED]

We would like to discuss your concerns with your 1997 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,

Danielle Friskey  
Customer Relationship Manager

RS0006-P/srh



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] BOSSIER CITY LA [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 04963027 VIN: 1G1YY22G0V5106078  
MODEL YEAR: 1997  
DATE OPENED: 2001-07-18 SERIES: UNKNOWN  
DATE CLOSED: 2001-07-18 MILEAGE: 88500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: RED RIVER MOTOR COMPANY  
BRC PARENT: DEALER ADDRESS: 221 TRAFFIC ST, BOSSIER CITY, LA, 71111, USA

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) locks

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_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\*\*\*\*\*

Cust stated the veh's steering was locking. The cust is aware of a campaign that is out on the veh. Cust stated the only difference between 1997 and 1998 is the year. Cust's car is out of the bumper to bumper warranty. Cust seeks to know if the veh is a part of campaign # 01044. CRM advised the cust that the veh's involved in this campaign were built on certain dates. The ones involved are 1998-2000 corvettes and his is a 1997. Cust seeks some technical information. CRM advised the cust that we refer cust back to the dealer for that kind of information. dcasey/pdx/cac; 0; 354337519

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

PAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

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:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

CHURCH POINT

LA

HOME PHONE:

CASE NUMBER:	01774085	VIN:	1G1YY22G0V5106467
DATE OPENED:	2000-10-03	MODEL YEAR:	1997
DATE CLOSED:	2000-10-03	SERIES:	CORVETTE COUPE
SOURCE:	Phone	MILEAGE:	11000
BRC TYPE:	No	DELIVERY DATE:	
BRC PARTENT:		DEALER NAME:	
		DEALER ADDRESS:	

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

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

STEERING COLUMN

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

CUST PURCH VEH USED MOTHER'S DAY WEEKEND...WANTED TO KNOW IF ANY RECALLS...CRM CHK'D ADVISED  
CUST NO RECALLS...CRM ADVISED WHEN WARR START DATE 6/6/97 VEH OUT OF WARR BY TIME...REFERRED  
CUST TO GM DLR FOR DIAGNOSTICS FOR LOCKING PROBLEM...EVELYN STEVENS/PDX; 0; 339443474

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

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:

Bellevue , WA

CASE NUMBER:	1-126955409	VIN:	1G1YY22G0V5106971
DATE OPENED:	2003-08-05	MODEL YEAR:	1997
DATE CLOSED:		SERIES:	Corvette
SOURCE:	White Mail	MILEAGE:	30780.0000000
BRC TYPE:	N/AYes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Bellevue Motors, Inc.
		DEALER ADDRESS:	430-116th NE, Bellevue, WA, 98004-5263, USA

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

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

Inoperative

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

Steering column locked up; ; 2003-08-05  
2003-08-05

SAFETY Scanned: 2003-07-21-09.05.12.000000, MSXDocNum: 0320200044; ; 2003-08-25  
2003-08-14

1-126955409; ; 2003-08-14  
2003-08-14

Verify maintenance; ; 2003-08-14  
2003-08-20

REQUEST FOR ASSISTANCE Scanned: 2003-08-20-14.00.31.000000, MSXDocNum: 0323200839; ; 2003-08-20  
2003-08-20

duplicate letter received; ; 2003-08-25  
2003-08-21

Avm Contact; ; 2003-08-21  
2003-08-25

1-126955409/ AVM response; ; 2003-08-25  
2003-08-25

Deliver the denial; ; 2003-08-25  
2003-08-25

Dissat Closing; ; 2003-08-25  
2003-08-25

Service Request has been Closed Dissatisfied.; ; 2003-08-25  
2003-09-15

SR in Status of Closed has been Re-Opened by HARTMANL; ; 2003-09-15  
2003-09-15

REQUEST FOR ASSISTANCE Scanned: 2003-09-08-22.12.22.000000, MSKDocNum: 0325101886; ; 2003-09-15  
2003-09-15

response to reimbursement decision; ; 2003-09-15  
2003-09-15

cust sent white mail; ; 2003-09-15  
2003-09-16

Created: CAC\_DL0008. SR#1-126955409; ; 2003-09-16  
2003-09-16

Financial Assistance Denial ltr being submitted for approval; ; 2003-09-16

\*\*\*\*\*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:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

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:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

1-126955409



Chevrolet Customer Assistance Center  
P.O. Box. 33170  
Detroit, MI 48232-5170

AUG 18 2003

48232+5170



August 12, 2003

Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Customer Service Representative,

I am the proud owner of a black 1997 Chevrolet Corvette C3 Coupe. I bought the car used on May 26, 2000 with approximately 19,477 miles showing on the odometer. Up until June 29, 2003, I had been very pleased with the overall quality, reliability, and availability of the car. The car now has 30,780 miles showing on the odometer.

While visiting family in eastern Washington, the Vette revealed a very annoying problem with the steering column lock. As I started the car up in the parking lot on a moderately warm Sunday morning, the Driver Information Center (DIC) displayed the "Service Column Lock" error code and the steering wheel could not be turned. This steering column problem resulted in a tow to the local Chevrolet dealership in Spokane, Washington (Appleway Chevrolet) and a significant repair bill. I have been very willing to live with other electrical "Gremlins" associated with the first year of a model year production run including two extremely loud but functional fuel pumps (the pumps should have been replaced under the factory warranty), passenger window regulator failing at 29,860 miles, and highly suspect performance of several other switches. However, a non-critical error such as a steering column lock that results in a disabled car is simply NOT ACCEPTABLE. This software/hardware problem cost me and my family four hours of our Sunday morning, a \$60.00 tow to the local dealership, and a \$446.00 repair which may not entirely fix the problem. This most unexpected repair has also severely eroded the confidence I used to possess when driving this car, resulting in the recent purchase of a cellular phone in case any new automotive problems arise.

As a Registered Professional Engineer in the State of Washington with a Ph.D. in Electrical Engineering and extensive software programming knowledge, I find this problem quite disturbing. Any time there is a non-mission critical error, such as a malfunction in the steering column lock (which from my understanding is a theft-deterrent only), the system should automatically fail in the "safe" position. In the case of a steering column lock malfunction, the lock should automatically switch to the unlocked position and an error code should be logged in the central computer.

Since this problem should have been recalled as soon as it was discovered, I expect that the money I have paid for this repair will be FULLY reimbursed. I also hope that simple electrical designs such as a steering column lock are designed and tested in a more thorough manner during the alpha and beta testing cycles in future Corvette automobiles.

From admiring pictures of my Dad's 1967 427 Corvette Coupe through the recent ownership of my C5 Coupe, I have been a loyal Corvette follower and owner. I am a member of the National Corvette Owners Association and an enthusiast who is looking forward to the debut of the C6 Corvette.

I thank you for the time and cooperation given me concerning this matter. Attached please find a copy of the steering column repair bill from the Chevrolet dealership.

Sincerely,

[REDACTED]

Bellevue, WA [REDACTED]

[REDACTED]

604737

204100

THE APPLEWAY GROUP

TOYOTA

\*INVOICE\*



SUBARU

CHEVROLET TOYOTA  
SUBARU VW AUDI  
MAZDA MITSUBISHI

PAGE 1

SPOKANE, WA

HOME: BUS:

SERVICE ADVISOR: 287 CHRISTOPHER FOX

COOR	YEAR	MAKE	MODEL	VIN	DATE	TIME	DATE	TIME	DATE	TIME
BLACK	97	CHEVROLET	CORVETTE	1G1YY22G0V5106971			30406/30406		T26	

WEEK	DATE	PROD	DATE	WARD	EXP	DATE	DATE	DATE	DATE	DATE
01JAN1997						16:00	01JUL03		EST	CASH

DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
01JAN1997						16:00	01JUL03		EST	CASH

DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
01JAN1997						16:00	01JUL03		EST	CASH

DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
01JAN1997						16:00	01JUL03		EST	CASH

DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
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DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
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01JAN1997						16:00	01JUL03		EST	CASH

DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
01JAN1997						16:00	01JUL03		EST	CASH

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DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
01JAN1997						16:00	01JUL03		EST	CASH

Appleyway Chevrolet  
East 8800 Sprague  
Spokane, WA 99212  
(509) 824-1150

Appleyway Subaru-VW-Audi-Mazda  
East 10000 Sprague  
Spokane, WA 99208  
(509) 924-8900

Appleyway Toyota  
East 8800 Sprague  
Spokane, WA 99212  
(509) 824-1444

Appleyway Mitsubishi  
East 8400 Sprague  
Spokane, WA 99212  
(509) 827-3880

STATEMENT OF DISCLAIMER  
The factory warranty voids all  
of the warranties with respect to  
the sale of this hardware. The  
factory hereby expressly disclaims all  
warranties, including any implied  
warranty of merchantability or  
fitness for a particular purpose.  
The factory shall not be liable for  
any damages, including any consequential  
damages, arising from the sale of this  
hardware.

CUSTOMER SIGNATURE

LABOR AMOUNT  
PARTS AMOUNT  
GAS, OIL, LUBE  
SUBLET AMOUNT  
MISC. CHARGES  
TOTAL CHARGES  
LESS INSURANCE  
SALES TAX

PLEASE PAY  
THIS AMOUNT

21:23

ORIGINAL

# THE APPLEWAY GROUP

604737

204100



TOYOTA

WMA

\*INVOICE\*



SUBARU

CHEVROLET • TOYOTA  
SUBARU • VW • AUDI  
MAZDA • MITSUBISHI

PAGE 2

SERVICE ADVISOR: 287 CHRISTOPHER FOX

POKANE, WA  
HOME: [REDACTED]

BUS:

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	MILEAGE	INVOICE	DATE
BLACK	97	CHEVROLET	CORVETTE	1G1YY22G0V5106971		30406/30406		126

11JAN1997 16:00 01JUL03 EST CASH 01JUL2003

17:09 30JUN03 16:07 01JUL03 OPTIONS: DLR:00000 REG:5.7 Liter V8 MFI

THE OPCODE TECH TYPE HOURS LIST NET TOTAL

YOUR NEXT SCHEDULED SERVICE DATE IS

EXCEPT FOR ITEMS COVERED BY GM LIFETIME, THE  
WARRANTY OF 12 MONTHS OR 12,000 MILES (WHAT

COPY



Appleway Chevrolet  
East 8800 Sprague  
Spokane, WA 99212  
(509) 824-1150

Appleway Toyota  
East 8800 Sprague  
Spokane, WA 99212  
(509) 824-1444

Appleway Subaru-VW-Audi-Mazda  
East 10000 Sprague  
Spokane, WA 99208  
(509) 824-8800

Appleway Mitsubishi  
East 8400 Sprague  
Spokane, WA 99212  
(509) 827-3850

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all  
of the warranties with respect to  
the sale of this merchandise. The  
Seller hereby expressly disclaims all  
warranties, either express or  
implied, including any implied  
warranty of merchantability or  
fitness for a particular purpose.  
Seller neither assumes nor  
authorizes any other person to  
assume for it any liability in  
connection with the sale of this  
merchandise.

CUSTOMER SIGNATURE

LABOR AMOUNT	265.41
PARTS AMOUNT	126.81
GAS, OIL, LUBE	0.00
SALES TAX	0.00
MISC. CHARGES	21.23
TOTAL CHARGES	413.45
LESS INSURANCE	0.00
SALES TAX	33.49
PLEASE PAY	

██████████  
██████████



Chevrolet  
P.O. Box 33170  
Detroit, MI 48232-5170

JUN 18 1963

48232+5170 



July 14, 2003

Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Customer Service Representative,

I am the proud owner of a black 1997 Chevrolet Corvette C5 Coupe. I bought the car used on May 26, 2000 with approximately 19,477 miles showing on the odometer. Up until June 29, 2003, I had been very pleased with the overall quality, reliability, and availability of the car. The car now has 30,780 miles showing on the odometer.

While visiting family in eastern Washington, the Vette revealed a very annoying problem with the steering column lock. As I started the car up in the parking lot on a moderately warm Sunday morning, the Driver Information Center (DIC) displayed the "Service Column Lock" error code and the steering wheel could not be turned. This steering column problem resulted in a tow to the local Chevrolet dealership in Spokane, Washington (Appleway Chevrolet) and a significant repair bill. I have been very willing to live with other electrical "Gremlins" associated with the first year of a model year production run including two extremely loud but functional fuel pumps (the pumps should have been replaced under the factory warranty), passenger window regulator failing at 29,860 miles, and highly suspect performance of several other switches. However, a non-critical error such as a steering column lock that results in a disabled car is simply NOT ACCEPTABLE. This software/hardware problem cost me and my family four hours of our Sunday morning, a \$60.00 tow to the local dealership, and a \$446.00 repair which may not entirely fix the problem. This most unexpected repair has also severely eroded the confidence I used to possess when driving this car, resulting in the recent purchase of a cellular phone in case any new automotive problems arise.

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I thank you for the time and cooperation given me concerning this matter. Attached please find a copy of the steering column repair bill from the Chevrolet dealership.

Sincerely,

[REDACTED]

Bellevue, WA

[REDACTED]

# THE APPLEWAY GROUP

604737

204100



TOYOTA

MAZDA

\*INVOICE\*



SUBARU

CHEVROLET TOYOTA  
SUBARU VW AUDI  
MAZDA MITSUBISHI

PAGE 1

SERVICE ADVISOR: 287 CHRISTOPHER FOX

POKANE, WA

HOME:

BUS:

VEHICLE YEAR MAKE MODEL VIN LICENSE TAG MAKE/DATE

BLACK 97 CHEVROLET CORVETTE 1G1YY22G0V5106971 30406/30406 T26

DEL DATE PROD DATE WARR EXPIR DATE FROM DATE TO DATE RATE PAYMENT INVOICE DATE

11JAN1997 16:00 01JUL03 EST CASH 01JUL2003

EMPLOYER ADVISOR OPTIONS: DLR:00000 ENG:5.7 Liter V8 MFI

17:09 30JUN03 16:07 01JUL03

LINE ORCODE TECH TYPE HOURS LIST NET TOTAL

1 ADVISOR/EXHIBITMENT/INSTRUMENTS/STREETING/COILS/SCOR/MECHAN/AND/STREETING/WHOLE

WOULD NOT MOVE TESTED ALL 6.30.03.

7400 SEE SKETCH LINE B

805 WIIC, JEFF LIC: 0

10406 1 SEE LINE B

\*\* PER LINE A CONCERN WAS NOT DUPLICATED ON 6.30.03 ADVISE OF POSS

H2530 INSTALLED JUMPER RELAY HARNESS KIT

CSC 263.47 263.47

1 26056108 NOT 9.35 9.35 9.35

INSPECT INSTALLED JUMPER RELAY HARNESS KIT AS MBSS [805025] CK RETEST

\*\*\*\*\*

COMPUTED AT .00471, SALES TAX, AND ANY OTHER APPLICABLE CHARGES

INCLUDE BEO TAX OVERHEAD COMPUTED AT .00471

465 CBO 1.94 1.94

\*\* QUALITY CONTROL CHECK

10 CSC 0.00 0.00

CUSTOMER PAY MISC. SUPPLIES FOR REPAIR ORDER 21.23

\*\*\*\*\*

Appleway Chevrolet

Appleway Toyota

Appleway Subaru-VW-Audi-Mazda

Appleway Mitsubishi

Appleway Chevrolet

Appleway Toyota

Appleway Subaru-VW-Audi-Mazda

Appleway Mitsubishi

Appleway Chevrolet

Appleway Toyota

Appleway Subaru-VW-Audi-Mazda

Appleway Mitsubishi

Appleway Chevrolet

Appleway Toyota

Appleway Subaru-VW-Audi-Mazda

Appleway Mitsubishi

Appleway Chevrolet

Appleway Toyota

Appleway Subaru-VW-Audi-Mazda

Appleway Mitsubishi

Appleway Chevrolet

Appleway Toyota

Appleway Subaru-VW-Audi-Mazda

Appleway Mitsubishi

Appleway Chevrolet

Appleway Toyota

# THE APPLEWAY GROUP

504737

204100



TOYOTA

\*INVOICE\*



SUBARU

CHEVROLET - TOYOTA  
SUBARU - VW - AUDI  
MAZDA - MITSUBISHI

PAGE 2

SERVICE ADVISOR: 287 CHRISTOPHER FOX

SPokane, WA

HOME:

BUS:

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	REGISTRATION	SALES TAX	DATE
BLACK	97	CHEVROLET	CORVETTE	1G1YY22G0V5106971	30406/30406	126		
DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
11JAN1997				16:00 01JUL03		EST CASH		01JUL2003
OPTIONS: DER:00000 ENG:5.7 Liter V8 MPI								

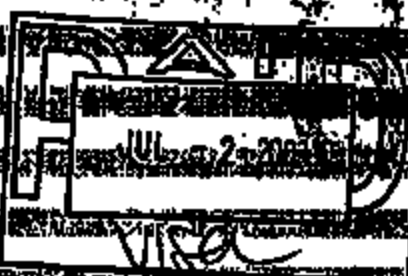
17:09 30JUN03 16:07 01JUL03

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

YOUR NEXT SCHEDULED SERVICE DATE IS...

EXCEPT FOR ITEMS COVERED BY GM LIFETIME, THE  
WARRANTY OF 12 MONTHS OR 12,000 MILES (WHAT



**11 COPY**

Appleway Chevrolet  
East 8800 Sprague  
Spokane, WA 99212  
(509) 924-1180

Appleway Subaru-VW-Audi-Mazda  
East 10000 Sprague  
Spokane, WA 99208  
(509) 924-8800

Appleway Toyota  
East 8800 Sprague  
Spokane, WA 99212  
(509) 924-1444

Appleway Mitsubishi  
East 8400 Sprague  
Spokane, WA 99212  
(509) 927-3880

**STATEMENT OF DISCLAIMER**  
The hourly warranty coverage of  
the vehicle with respect to  
the sale of this equipment. The  
hourly warranty coverage of  
various other items of  
equipment including the limited  
warranty of transferability or  
lease for a particular purpose.  
Sole dealer, however, the  
warranty of any other person is  
subject to the sale of this  
equipment.

CUSTOMER SIGNATURE

LABOR AMOUNT	265.41
PARTS AMOUNT	126.81
GAS, OIL, LUBE	0.00
SMILET AMOUNT	0.00
MISC. CHARGES	21.23
TOTAL CHARGES	413.45
LESS INSURANCE	0.00
SALES TAX	33.49
PLEASE PAY	

[Redacted]  
Bellevue, WA



SEP 08 2003

Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, MI 48232-5170

48232+5170



July 14, 2003

Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Customer Service Representative,

I am the proud owner of a black 1997 Chevrolet Corvette C5 Coupe. I bought the car used on May 26, 2000 with approximately 19,477 miles showing on the odometer. Up until June 29, 2003, I had been very pleased with the overall quality, reliability, and availability of the car. The car now has 30,780 miles showing on the odometer.

While visiting family in eastern Washington, the Vette revealed a very annoying problem with the steering column lock. As I started the car up in the parking lot on a moderately warm Sunday morning, the Driver Information Center (DIC) displayed the "Service Column Lock" error code and the steering wheel could not be turned. This steering column problem resulted in a tow to the local Chevrolet dealership in Spokane, Washington (Appleway Chevrolet) and a significant repair bill. I have been very willing to live with other electrical "Grenalins" associated with the first year of a model year production run including two extremely loud but functional fuel pumps (the pumps should have been replaced under the factory warranty), passenger window regulator falling at 29,860 miles, and highly suspect performance of several other switches. However, a non-critical error such as a steering column lock that results in a disabled car is simply NOT ACCEPTABLE. This software/hardware problem cost me and my family four hours of our Sunday morning, a \$60.00 tow to the local dealership, and a \$446.00 repair which may not entirely fix the problem. This most unexpected repair has also severely eroded the confidence I used to possess when driving this car, resulting in the recent purchase of a cellular phone in case any new automotive problems arise.

As a Registered Professional Engineer in the State of Washington with a Ph.D. in Electrical Engineering and extensive software programming knowledge, I find this problem quite disturbing. Any time there is a non-mission critical error, such as a malfunction in the steering column lock (which from my understanding is a theft-deterrent only), the system should automatically fall in the "safe" position. In the case of a steering column lock malfunction, the lock should automatically switch to the unlocked position and an error code should be logged in the central computer.

Since this problem should have been recalled as soon as it was discovered, I expect that the money I have paid for this repair will be FULLY reimbursed. I also hope that simple electrical designs such as a steering column lock are designed and tested in a more thorough manner during the alpha and beta testing cycles in future Corvette automobiles.

From admiring pictures of my Dad's 1967 427 Corvette Coupe through the recent ownership of my C5 Coupe, I have been a loyal Corvette follower and owner. I am a member of the National Corvette Owners Association and an enthusiast who is looking forward to the debut of the C6 Corvette.

I thank you for the time and cooperation given me concerning this matter. Attached please find a copy of the steering column repair bill from the Chevrolet dealership.

Sincerely,

[REDACTED]

Bellevue, WA [REDACTED]

[REDACTED]

August 29, 2003

Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Customer Service Representative,

I am writing this letter in response to your reimbursement decision regarding the steering column lock repair on my 1997 Corvette. I have attached my previous letter outlining the problem and also the dealership receipt. Although not entirely surprised by the outcome, I have the following comments regarding your decision:

1. The age of the car should not be pertinent to the discussion (the exact words used by the customer service agent were "Too far outside of the warranty period"). It does not matter whether the car is ten minutes or ten years outside the warranty period when dealing with a critical design flaw that could potentially cause injury or loss of human life. I find this reasoning completely absurd and am looking for a more intelligent reason for denying me this repair reimbursement.
2. Based on mileage and not time, the car is well inside of the factory warranty period (mileage at time of problem occurrence was approximately 30,400 miles). If the problem had occurred three years earlier, the repair would have been fixed at no charge and I would not be writing these letters.
3. I would like you to consider the following scenario. If one or both of the Corvette's plastic fuel tanks developed a leak and started dripping gasoline onto the exhaust or other hot parts of the car, potentially resulting in fire and human injury (not to mention the bad PR), I am extremely confident that GM would have an immediate, mandatory recall to fix the problem and would not tell Corvette owners the car is too far outside of the warranty period for them to be able to fix it. Although the steering column lock has only been a gigantic annoyance so far for many C5 Corvette owners, I do not see the difference in this scenario and the steering column lock problem with my car.

If this reimbursement decision stands, I will personally guarantee you that I will NEVER buy another GM vehicle nor use GM dealerships for performing any repairs or maintenance services (because my garage will no longer have a GM vehicle parked inside). I will also strongly discourage all friends and family from buying GM vehicles or using GM dealerships for repairs. It appears to me that paying the \$447.00 now is much cheaper than losing a million dollars in future sales and maintenance work but I could be wrong.



Based on previous and current ownership of a Japanese car, Japanese car companies stand behind their customers because they understand the meaning of the term LOYALTY. I hope GM quickly learns and comprehends the meaning of this word.

Thank you for the time and consideration given me regarding this matter.

Sincerely,

[REDACTED]

Bellevue, WA [REDACTED]

[REDACTED]

# THE APPLEWAY GROUP

604737

204100



TOYOTA

INR

\*INVOICE\*



SUBARU

CHEVROLET • TOYOTA  
SUBARU • VW • AUDI  
MAZDA • MITSUBISHI

PAGE 1

POKANE, WA

OMB:

BIS:

SERVICE ADVISOR: 287 CHRISTOPHER FOX

PLATE/COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	STOCK #	DATE
-------------	------	------------	-----	---------	---------	------

BLACK	97	CHEVROLET CORVETTE	1G1YY22G0V5106971		30406/30406	T26
-------	----	--------------------	-------------------	--	-------------	-----

DATE	FROM	DATE	TO	DATE	TO	DATE
------	------	------	----	------	----	------

11JAN1997		16:00 01JUL03		BST	CASH	01JUL2003
-----------	--	---------------	--	-----	------	-----------

OPTIONS: DLR:00000 REG:5.7 Liter V8 MFI

17:09 30JUN03 16:07 01JUL03

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

ADVISE/REPAIRMENT INTO AFTER HOURS OF TIME LOGS MODE AND IN BRN IN WHEEL

WOULD NOT MOVE TESTED ALL 6.30.03

805 WIK, JEFF LIC: 0

10406.1 SEE LINE B

\*\*\* PER LINE A CONCERN WAS NOT DUPLICATED ON 6.30.03 ADVISE OF POSS

H2530 INSTALLED JUMPER RELAY HARNESS KIT

\*\*\*\*\*

263.47 263.47

1 26056109 BUT 9.35 9.35 9.35

INSPECT INSTALLED JUMPER RELAY HARNESS KIT AS NESS (805025) CK RETEST

\*\*\*\*\*

COMPUTED AT .00471, SALES TAX, AND ANY OTHER APPLICABLE CHARGES

INCLUDES B&O TAX OVERHEAD COMPUTED AT .00471, 1.94

465 CBO 1.94 1.94

\*\*\* QUALITY CONTROL CHECK

10 CSC 0.00 20.00

CUSTOMER PAY MISC. SUPPLIES FOR REPAIR ORDER

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Appley Chevrolet  
East 8800 Sprague  
Spokane, WA 99212  
(509) 824-1180

Appley Toyota  
East 8800 Sprague  
Spokane, WA 99212  
(509) 824-1444

Appley Subaru-VW-Audi-Mazda  
East 10000 Sprague  
Spokane, WA 99206  
(509) 824-8900

Appley Mitsubishi  
East 8400 Sprague  
Spokane, WA 99212  
(509) 827-3860

## STATEMENT OF DISCLAIMER

The history, warranty conditions of the vehicle with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose. Seller further assumes no obligation to provide any other goods to satisfy or to any liability to the customer with the sale of this hardware.

CUSTOMER SIGNATURE

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

# THE APPLEWAY GROUP

604737

204100

TOYOTA

\*INVOICE\*



SUBARU

CHEVROLET • TOYOTA  
SUBARU • VW • AUDI  
MAZDA • MITSUBISHI

PAGE 2

POKANE, WA  
KOMB: [REDACTED]

BUB:

SERVICE ADVISOR: 287 CHRISTOPHER FOX

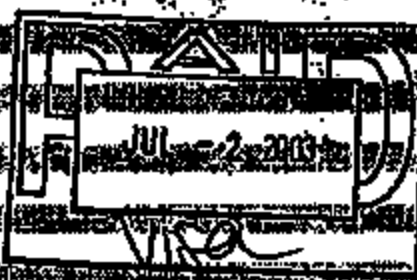
COLOR	YEAR	MAKE/MODEL	VIN	PLATE	MILEAGE	OUT
BLACK	97	CHEVROLET CORVETTE	1G1YY22G0V5106971		30405/30406	T26
DEL DATE	PROD DATE	WARRANTY	EXP DATE	PROMISED	RECEIVED	PAID
11 JAN 1997		16:00	01 JUL 03		EST	CASH
OPTIONS: DLR:00000 ENG:5.7 liter V8 MPI						

17:09 30 JUN 03 16:07 01 JUL 03

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

THANK YOU VERY MUCH FOR COMING IN AND  
YOUR NEXT SCHEDULED SERVICE DATE IS  
WE APPRECIATE THE OPPORTUNITY TO SERVE YOU  
EXCEPT FOR ITEMS COVERED BY GM LIFETIME, THE  
NATIONAL OEM PARTS, PURCHASED HERE, HAVE A  
WARRANTY OF 12 MONTHS OR 12,000 MILES (WHAT  
EVER COMES FIRST) ON THE WARRANTY AND THE WAY VACUUM



COPY

Appleway Chevrolet  
East 8500 Sprague  
Spokane, WA 99212  
(509) 924-1160

Appleway Toyota  
East 8500 Sprague  
Spokane, WA 99212  
(509) 924-1444

Appleway Subaru-VW-Audi-Mazda  
East 10000 Sprague  
Spokane, WA 99208  
(509) 924-6800

Appleway Mitsubishi  
East 8400 Sprague  
Spokane, WA 99212  
(509) 927-3850

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. This dealer assumes no liability for any loss or damage for its any liability in connection with the sale of this item.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	265.41
PARTS AMOUNT	126.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	21.23
TOTAL CHARGES	413.45
LESS INSURANCE	0.00
SALES TAX	33.49
PLEASE PAY	

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Fittstown

NJ

HOME PHONE:

CASE NUMBER: 1-5379816

VIN: 1G1YY22G0V5107280

MODEL YEAR: 1997

DATE OPENED: 2002-06-03

SERIES: Corvette

DATE CLOSED: 2002-06-06

MILEAGE: 37200.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Barnes Chevrolet Inc

BRC PARENT:

DEALER ADDRESS: 36-42 River Rd, Summit, NJ, 07901-0049, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Service Request has been Closed Satisfied.; ; 2002-06-06  
2002-06-03

steering locking up; ; 2002-06-03  
2002-06-03

steering; ; 2002-06-03

\*\*\*\*\*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  
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:

CASE NUMBER:	05386256	VIN:	1G1YY22G0V5107845
DATE OPENED:	2001-08-23	MODEL YEAR:	1997
DATE CLOSED:	2001-10-18	SERIES:	UNKNOWN
SOURCE:	Phone	MILEAGE:	41982
ERC TYPE:	No	DELIVERY DATE:	
ERC PARENT:		DEALER NAME:	DAVIS CHEVROLET
		DEALER ADDRESS:	301 N MAIN ST, SAINT ELMO, IL, 62458, USA

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

N02 Steering Linkage/Component Parts  
1 REPAIR ATTEMPT(S)Inoperative  
ELECTRONIC COLUMN LOCKS86 CAC Resolved With Goodwill  
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill  
REIM FOR REPAIRSS13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
\$424.45 FOR STEERING COLUMN LOCKUP

## 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/CMC/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

DLR 281-397-8600

STEERING WHEEL HAS LOCKED UP

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

CUST STS THAT THE STEERING COLUMN HAS LOCKED UP AND THE VEH IS NOT PART OF THE CAMPAIGN  
CUST STS THAT THE VEH IS CURRENTLY AT CUST HOME CUST STS THAT HE CONTACTED MUNDAY CHEV  
AND SPOKE WITH VERNON MIER SVC ADV CUST STS THAT HE PURCHASED VEH USED CUST STS THAT  
HE HAS WORKED WITH MUNDAY CHEV CUST STS THAT THIS SHOULD BE A WARRANTY ITEM BECAUSE THAT  
CORVETTES ARE KNOWN TO HAVE THIS ISSUES CUST STS THAT HE STS THAT 97 ARE EXPERIENCING THE  
SAME ISSUE CRM CALLS PARTS DEPARTMENT AT MUNDAY CHEV CRM INQUIRES THE PART USED IN THE  
97 CORVETTE STEERING LOCK IS DIFFERENT FROM THE PARTS USED IN THE CAMPAIGN 01044 CRM  
SPOKE WITH CARL WHICH STS THAT THE CAMPAIGN PART 26050960 IS THE SAME ON 97 CORVETTES CRM  
AFTER CHECKING WITH PARTS DEPARTMENT DETERMINE THAT THE SAME CAMPAIGN PART IS ON A 97  
CRM ADVISES CUST TO HAVE VEH DIAGNOSISED AT DLR AND CUST CAN CONSIDER CUST STS THAT HE  
WILL PAY TO HAVE THIS TOWED TO A DLR  
CHRIS CANNON/ATX; 0; 367441137  
2001-09-24

CRM RESUMED REQUEST. CUST STATES SENT IN DOCS FOR THE CORVETTE LOCK SYSTEM. CUST SEEKING REIM ON THE CORVETTE LOCK THAT FALLS UNDER CAMPAIGN 01044, TOWING AND RENTAL. CRM LOOKED AT DOCS AND CUST WILL NEED TO SEND US PROOF OF OWNERSHIP, AND THE FRONT ANDBACK OF THE CHECK FOR THE TOWING. CRM REVIEWED OVER DOCS THAT CRM HAS AND THE VEH IS A 1997 AND DOES NOT FALL UNDER THE CAMPAIGN. CRM WILL REVIEW FOR POSSIBLE GOODWILL ASSISTANCE. CRM VERIFIED WITH THE RENTAL AGENCY THAT THEY RENTED THE VEH AT TIME OF REPAIR. CRM WILL REVIEW OVER FURTHER DOCS AND WAIT FOR REST OF DOCS TO COME IN. CRM SET A CALL BACK TO CUST FOR 10/10/01 BETWEEN 2--4 PM CST. CRM STATED THAT WE WILL REVIEW OVER DOCS BUT CANNOT GUARENTEE CUST ANY THOING AT THIS POINT. JAMNA HERRING/ATX/CAC; 0; 370223639

2001-10-03

CRM ATTACHING DOCS...NANCY NICASTRO/CORR/TPA; 0; 370984207

2001-10-08

CRM RESUMED REQUEST. THIS IS THE BUSINESS CASE FOR POSSIBLE REIM:

- + SAME CONCERN AS CAMPAIGN 01044A
- + SAME PART USED IN THE CAMPAIGN 01044A
- + DLRSHP STATES THERE IS A KNOWN PROBLEM
- + CUST SEEKING REIM FOR TOWING.....\$ 35.00
- + CUST SEEKING REIM FOR RENTAL.....\$ 35.00
- + CUST SEEKING REIM FOR LABOR.....\$150.00
- + CUST SEEKING REIM FOR PARTS.....\$176.86
- + CUST SEEKING REIM FOR MISC.....\$ 18.00
- + CUST SEEKING REIM FOR TAX.....\$ 14.59

TOTAL AMOUNT OF REIM CUST IS SEEKING IS \$429.45. CRM WILL REVIEW WITH TM ABOUT POSSIBLE GOODWILL DECISION. JAMNA HERRING/ATX/CAC; 0; 371426238

2001-10-09

MORE BUSINESS REASONS:

- + CUST/VEH HAS HAD MULTIPLE REPAIRS DURING WARRANTY
- + RETAIN CORVETTE CUST WITH IN CHEVROLET BRAND
- + CAN ONLY REIM UP TO \$30 PER DAY
- + THIS IS BEING REIM AS GOODWILL NOT AS CAMPAIGN 01044A; 0; 371505317

2001-10-09

TOTAL AMOUNT ADJUSTED TO \$424.45 ( \$30 INSTEAD OF \$35 FOR RENTAL) REVIEWED FILE WITH TM LUIS BARRIENTOS, CRM TO CONTACT CUST. JAMNA HERRING/ATX/CAC; 0; 371505933

2001-10-09

REVIEWED FILE WITH TM LUIS BARRIENTOS. CRM CONTACTED CUST AND MADE THE REIM OFFER OF \$424.45. CUST ACCEPTED THE OFFER AND IS SATIS. CRM VERIFIED ADDRESS. CRM WILL FORWARD TO GW LIASON PEZZIA2. JAMNA HERRING/ATX/CAC; 0; 371510068

2001-10-09

liaison reviewing request for reim in the amount of \$424.45 and notes; rental car was paid w/visa as verified by Enterprise and shows up printed on bottom of invoice, cust experienced same concern w/steering column lock as outlined in campaign 01044A but does not fall under campaign. reim was offered as a one time goodwill for rental veh for 1 day, towing & cost of repair to restore cust faith in GM as cust states this is a "known" concern. liaison will submit to queue for further processing. goodwill liaison/angle pezzia/austin, tx; 0; 371517550

2001-10-10

Liaison has reviewed request for reimbursement in the amount of \$424.45 adn will process final aprproval. Liaison notes that proof of payment on towing is not valid & contact to Gray's Towing Service was mde to verify cust did pay for towing service to dlr. Spoke to Tina at Gray's towing service who advised cust did pay towing service of \$35.00.; 0; 371603414

2001-10-10

Liaison notes that customer's last name is Platts.

Isela Olivares/GW Liaison/ATX; 0; 371603580

2001-10-18



CHECK #900486737 IN THE AMOUNT OF \$424.45 WAS MAILED OUT ON 10-12-01. PERCY  
EDWARDS/AUSTIN/LIAISON.; 0; 372275085

\*\*\*\*\*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: 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:

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:

DID OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

**BAIR & WELSCHER**  
ATTORNEYS AT LAW

323 N. Sam Houston Pkwy. E., Suite 650  
Houston, Texas 77060-4036



08-31-01PG2:01 KLVU

Client Matter No. H271940003

Chevrolet  
P.O. Box 3370  
Detroit, MI 48232-5170  
Attn: Reimbursement Department

482325170



05386256

# BAIR & WELSCHER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

523 N. Sam Houston Pkwy. E., Suite 600  
Houston, Texas 77060-4036

Tel: (713) 862-5599

Fax: (713) 868-9444

August 27, 2001

Chevrolet  
P.O. Box 3370  
Detroit, MI 48232-5170  
Attn: Reimbursement Department

Re: Reimbursement of repair expenses for known steering column lock defect  
Your File No.: C05386256  
VIN: 1G1YY22G0V5107845

Dear Chevrolet:

I write to demand Chevrolet reimburse me for expenses I have incurred due to the known defective steering column lock module on my 1997 Corvette coupe, manual transmission. Despite what may be a desire for General Motors to stick its head in the sand, this is not an isolated problem. It is widely known that a great many Corvettes built between 1997 and 2000 have defective steering lock modules, causing the steering column to lock and stay locked when the vehicle is turned off or on. As a result, Chevrolet's expensive flagship automobile and world class sports car, the Corvette, has a history of inconveniently stranding its owners, requiring a tow to the dealer to fix the problem. This is indeed what happened to me on the morning of August 23, 2001, when I went out to my garage and attempted to go to work.

Enclosed please find my original receipt from Gray's Towing Service for towing my Corvette from my house to Davis Chevrolet, the nearest dealer, in the amount of \$35 (erroneously dated 8/22/01). Also enclosed is the original work order from Davis Chevrolet to replace the module, in the amount of \$359.45, and a copy of my VISA receipt in payment of that amount. I also enclose my rental car receipt from Enterprise Leasing, also paid with VISA, in the amount of \$41.73, for a replacement vehicle while my Corvette was getting its steering column lock module replaced. Lastly, I enclose a copy of my vehicle registration as proof of ownership.

Please promptly reimburse me the \$436.18 Chevrolet's defective column lock has cost me. I look forward to receiving your reply.

Very truly yours,

Enclosures: Receipts from Gray's Towing, Davis Chevrolet and Enterprise Leasing; registration

V5107845

205585

## DAVIS CHEVROLET

2277 SOUTH LOOP WEST

HOUSTON, TEXAS 77064

(713) 794-2500

\*INVOICE\*

PAGE 1

HOUSTON TX

HOME:

SERVICE ADVISOR: 40 JEREMY DAVID WEBLEY

RFD 1997 CHEVROLET CORVETTE 1GYY22G0V5107845 41982/41982 T484

01JAN1997 09:24 28AUG01 CASH 24AUG2001

OPTIONS: DLR:30161

13:00 23AUG01 15:57 24AUG01

LINE OPCODE TACH TYPE HOURS

H308 REPLACED MODULE

1 26050960 LOCK 175.70 175.70 175.70

41982 COLUMN LOCK MODULE OPEN INTERNALY 2.0 HR REPLACED MODULE

ENVIRONMENTAL FEE 18.00

OPEN MONDAY THRU FRIDAY 7 AM 7 PM

ORIGINAL

## STATEMENT OF DISCLOSURE

The factory warranty covers all of the components with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller further disclaims any obligation to provide for a particular quality in connection with the sale of this vehicle.

## NOTICE PURSUANT TO TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE VEHICLE OF THE MOTOR VEHICLE SALES TAX TO THE STATE OF TEXAS. I HEREBY CERTIFY THAT THE VEHICLE IS SUBJECT TO REDEMPTION BY THE STATE OF TEXAS. I HEREBY CERTIFY THAT THE VEHICLE IS SUBJECT TO REDEMPTION BY THE STATE OF TEXAS. I HEREBY CERTIFY THAT THE VEHICLE IS SUBJECT TO REDEMPTION BY THE STATE OF TEXAS.

IN WITNESS WHEREOF, I HAVE HEREUNTO SET MY HAND AND SEAL OF OFFICE AT HOUSTON, TEXAS, ON AUGUST 24, 2001.

LABOR AMOUNT	150.00
PARTS AMOUNT	176.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WBC. CHARGES	18.00
TOTAL CHARGES	344.86
LESS INSURANCE	0.00
SALES TAX	14.59
PLEASE PAY	

TAXPAYER OR AGENT RESPONSIBLE FOR PAYMENT FOR PERSON RESPONSIBLE FOR PAYMENT



1.800.847.2627

ENTERPRISE RENT-A-CAR COMPANY OF  
1001 SOUTH LLOYD BLVD  
TAMPA, FL 33606-2918

[100%] ALEX

EPC-05-01 REV. 09

8/24/01 5:00 PM

RENTAL TYPE: D

DATE: 8/24/01

TIME: 5:00 PM

LOCATION: TAMPA, FL

VEHICLE: WHITE, 1998, 1.8L, 4-DOOR, 135HP

DRIVER: [REDACTED]

CONDITION AGreed TO: [REDACTED]

REPLACEMENT VEHICLE: [REDACTED]

ADDITIONAL DRIVER: NONE PERMITTED WITHOUT ENTERPRISE'S APPROVAL

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE: YES

NOTICE: Your Rental Agreement offers, for an additional charge, an optional waiver to cover all or a part of your responsibility for damage to or loss of the vehicle. Before deciding whether to purchase the waiver, you may wish to determine whether your own automobile insurance or credit card agreement provides you coverage for rental vehicle damage or loss and determine the amount of the deductible under your own

100% ALEX

35

100% ALEX

3

1

91

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT PAID

PAID BY: [REDACTED]

RECEIPT FOR CASH REFUND

DATE RECEIVED: 8/24/01

AMOUNT: [REDACTED]

CLAIM INFORMATION

DATE OF LOSS: 8/24/01

TIME OF LOSS: 5:00 PM

LOCATION OF LOSS: TAMPA, FL

TYPE OF LOSS: [REDACTED]

ORIGINAL

205585

CHUCK DAVIS CHEVROLET  
2277 S. LOOP WEST  
HOUSTON, TX 7754  
713-794-2500  
MERCHANT - WHITE COPY  
CUSTOMER - YELLOW COPY

MERCHANT 7400 000900007050 001  
AUGUST 24, 2001 03:40PM

BATCH # : 786 EFF # : 05  
ACCOUNT # :  
TYPE : VISA 03/02  
AUTH # : 293064

SALE \$ 359.45

[Redacted Signature Area]

SIGNATURE

PLEASE REPRINT

ORIGINAL

MAIL SECTION BELOW FOR CONVENIENT PROCESSING

AFTER RENEWED, THIS REGISTRATION WILL EXPIRE  
THE LAST DAY OF JULY 2001

VEHICLE INFORMATION

VEH. CLASS. PASS  
VEN. IDENT. NO. 1G1YY2800V6107848  
YR/MAKE/BODY STYLE 1987/CHEV/2D  
FUEL TYPE GAS  
EMPTY WEIGHT 3800

VEHICLE OWNER  
NAME(S) & ADDRESS:

HOUSTON, TX

LICENSE NO. Y8C48V

2002 13038017WC

UNIT NO.

TOTAL FEE \$ 82.30  
IF MAILED \$4.20

SEND THE PART OF FORM PROOF OF INSURANCE  
& CORRECT FEE TO:

RENEWAL RECEIPT NAME AND ADDRESS:

HOUSTON, TX

HOUSTON, TX

HOUSTON, TX

PAUL BETTENDOURT  
HARRIS CNTY TAX ASSESSOR-COL  
PO BOX 4089  
HOUSTON, TX 77210-4089

TEXAS LICENSE RECEIPT  
AFTER VALIDATION,  
THIS RECEIPT MUST BE CARRIED IN ALL COMMERCIAL VEHICLES.



TEXAS DEPARTMENT OF TRANSPORTATION  
VEHICLE TITLES AND REGISTRATION DIVI

BANK UNITED

Robert George Branch  
1111 Louisiana, Ste. 100, Houston, TX 77002

For additional copies, the  
amount must be larger  
than appears on this copy.

1-95-7

NOT NEGOTIABLE



**GRAY'S TOWING SERVICE**  
 Damage Free Towing  
 24 Hour Wrecker Service  
 • 13701 Cullen Blvd. Houston, Texas 77047  
 Phone 713 / 733-3787 Fax 713 / 733-7310

STATE TOW TAG #: \_\_\_\_\_ CMT. #: \_\_\_\_\_ STATE LIC. #: \_\_\_\_\_

CALL BY: \_\_\_\_\_ DATE: 8/22/01 TIME: \_\_\_\_\_

OWNER: [REDACTED]		OWNER'S A: [REDACTED]	
PICKUP LOCATION: <u>SMALL</u>		LOCATION NUMBER: <u>92000</u>	
TOW TO LOCATION: <u>HOME CORPUSCITY</u>			
LIC. NO.: <u>WSP 454</u>		VEHICLE INSPECTION (Damage / Repair)	
CITY / PLANT / TRUCK NO.: <u>1126</u>		DRIVER (PLEASE PRINT): <u>J. Williams</u>	
<input type="checkbox"/> BILL TO <input checked="" type="checkbox"/> DAMAGE ADCT. <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT		ACCOUNT NUMBER: _____ ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ INSURER NAME / NAME ON CHECK / NAME ON CREDIT CARD: _____ SEARCH NO. _____ ON CREDIT CARD: _____ OTHER: _____	
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
<b>DAMAGE WAIVER</b> I am aware that service to my vehicle may result in damage because of existing conditions and I will take and assume full responsibility for such damage. I understand this is a contract law and I have agreed to all charges listed above. I also understand if I cannot pay for the tow fee when the vehicle is delivered as per my instructions, I shall be charged a second voucher fee to deliver the vehicle to a licensed storage lot where the vehicle will be held pending payment of all voucher fees, service charges, storage notification fees and taxes. Direct complaints to: Texas Department of Transportation Motor Carrier Division, 180 E. 11th/Ave., TX 77701. 1-800-258-1708.		<b>RELEASE RECORD</b> Total Miles Vehicle Was Towed: _____ Late Miles charged in Standard Fee: <u>\$</u> _____ Total Chargeable Miles: _____ Charge Per Mile: _____ Mileage Charge: _____ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
<input checked="" type="checkbox"/> TIRE CHANGE \$ _____ <input type="checkbox"/> JUMP START \$ _____ <input type="checkbox"/> LOCKOUT \$ _____ <input type="checkbox"/> FUEL \$ _____ <input type="checkbox"/> WAXING TIME \$ _____ <input type="checkbox"/> MOONING \$ _____ <input type="checkbox"/> WASH \$ _____ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
<b>SERVICE TOTAL</b> \$ _____ <b>PLUS: PAYOUTS</b> \$ _____ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

**52191**

**ORIGINAL**

**BAIR & WELSCHER**  
ATTORNEYS AT LAW

523 N. Sam Houston Pkwy. E., Suite 600  
Houston, Texas 77060-4036

16-01-01P01:52 RCVD

Chevrolet No. 1027990003

Chevrolet  
P.O. Box 33170  
Detroit, MI 48232-5170  
Attn: Reimbursement Department

48232-5170 51



# BAIR & WELSCHER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

523 N. Sam Houston Pkwy. E., Suite 600  
Houston, Texas 77060-4036

Tel: (713) 862-5999  
Fax: (713) 868-9444

September 25, 2001

Chevrolet  
P.O. Box 33170  
Detroit, MI 48232-5170 -  
Attn: Reimbursement Department

Re: Additional documentation for reimbursement of repair expenses for known steering column lock defect  
Your File No.: C05386256  
VIN: 1G1YY22G0V5107845

Dear Chevrolet:

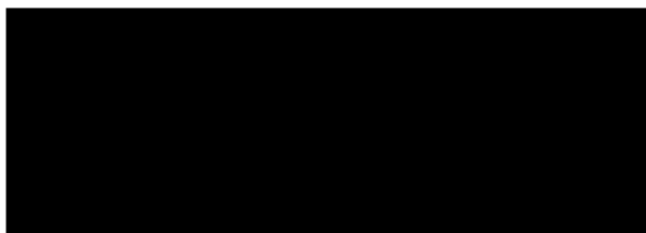
I write to provide the additional documentation you requested in order to reimburse me for expenses I have incurred due to the known defective steering column lock module on my 1997 Corvette coupe, manual transmission. Enclosed please find a copy of my title to the vehicle, and a copy of the cancelled check, front and back, to Gray's Towing Service for towing my Corvette from my house to Davis Chevrolet, the nearest dealer, in the amount of \$35.

Please reimburse me the \$436.18 Chevrolet's defective column lock has cost me. I look forward to receiving your prompt reply.

Very truly yours,



Enclosures: Copy of title, copy of cancelled check to Gray's Towing



TEXAS CERTIFICATE OF TITLE			
<b>ORIGINAL</b>		VEHICLE IDENTIFICATION NUMBER	
VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL
1G1YY2260V5107845	1997	CHEV	20
VEHICLE IDENTIFICATION NUMBER		DATE TITLE ISSUED	
101656346110880156		04/07/2000	
MODEL	VEHICLE TYPE	VEHICLE	VEHICLE
CVT	3300	Y8C45Y	
CORVETTES OF HOUSTON HOUSTON TX			COMPUTER PLATE
			18016
HOUSTON, TX			ACTUAL MILEAGE
SIGNATURE OF OWNER OR LESSEE			
I HEREBY CERTIFY THAT THE PERSON SIGNING THIS IS THE OWNER OF THE VEHICLE AND THAT THE VEHICLE IS NOT SUBJECT TO A LIEN OR OTHER ENCUMBRANCE.			
DATE OF SALE	BUYER'S NAME		DATE OF SALE
03/06/2000	HOUSTON ENERGY CREDIT UNION 12755 N HOUSTON ROSSLYN HOUSTON, TX 77086		
DATE OF SALE	BUYER'S NAME		DATE OF SALE
DATE OF SALE	BUYER'S NAME		DATE OF SALE
I HEREBY CERTIFY THAT THE PERSON SIGNING THIS IS THE OWNER OF THE VEHICLE AND THAT THE VEHICLE IS NOT SUBJECT TO A LIEN OR OTHER ENCUMBRANCE.			
RIGHTS OF SURVIVORSHIP AGREEMENT			
IF THE PERSONS WHOSE SIGNATURES APPEAR HEREON ARE BOTH ALIVE AT THE TIME OF THE DEATH OF THE VEHICLE, THE SURVIVOR SHALL BE THE OWNER OF THE VEHICLE FOR ALL PURPOSES.			

1967

HOUSTON, TX

Date

8/23/01

25-7184528  
02

Pay to the  
order of

GRAY'S TOURS

\$35<sup>00</sup>/<sub>100</sub>

Three and 00/100

DOLLARS

100 CENTS



BANK UNITED

Reflex Energy Branch  
1111 Louisiana, Ste. 100, Houston, TX 77002

CARDHOLDER BANKING

For

131307190401967 #8003199786P #00000035007

113-000000  
31453839

MS 28 01

0004 9128  
P 1131235784  
PEARLAND STATE BANK  
PEARL, TX 78061  
4119123573 4

FOR DEPOSIT ONLY  
PEARLAND STATE BANK  
78061

002 029 0002020

5 24 27 542

October 10, 2001

[REDACTED]  
Houston, TX [REDACTED]

Request: C05386256

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1997 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$424.45. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Janna Herring  
Customer Relationship Manager

RS0005-A/afp

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Baltimore

MD

HOME PHONE:

CASE NUMBER: 1-30408707

VIN:

1G1YY22G0V5108252

MODEL YEAR:

1997

DATE OPENED: 2002-09-05

SERIES:

Corvette

DATE CLOSED: 2002-09-05

MILEAGE:

43000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Koons Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 10207 Philadelphia Road, White Marsh, MD, 21162-

3401, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering column locked; ; 2002-09-05

2002-09-05

Service Request has been Closed Satisfied.; ; 2002-09-05

2002-09-05

CUST CALLED; ; 2002-09-05

2002-09-05

chev roadside assistance 1 800 243 8872; ; 2002-09-05

2002-09-05

Service Request has been Closed Satisfied.; ; 2002-09-05

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

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:

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:



**LOCATION:**

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Los Angeles

CA

HOME PHONE:

CASE NUMBER: 1-104859853

VIN:

1G1YY22G0V5108767

MODEL YEAR:

1997

DATE OPENED: 2003-06-02

SERIES:

Corvette

DATE CLOSED: 2003-06-02

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME: Albertson Oldsmobile Chevrolet

BRC PARENT:

DEALER ADDRESS: 4114 Sepulveda Blvd, Culver City, CA, 90230-3617, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Locked Steering Column; ; 2003-06-02

2003-06-02

spoke to Mike Murphy; ; 2003-06-02

2003-06-02

called Roadside Assistance; ; 2003-06-02

2003-06-02

Service Request has been Closed Satisfied.; ; 2003-06-02

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

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

Sicklerville

NJ

HOME PHONE:

CASE NUMBER: 1-130259035

VIN: 1G1YY22G0V5108817

MODEL YEAR: 1997

DATE OPENED: 2003-08-14

SERIES: Corvette

DATE CLOSED: 2003-08-14

MILEAGE: 75000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Classic Auto Group, Inc.

BRC PARENT:

DEALER ADDRESS: Rte 555 &amp; Black Horse Pike, Turnersville, NJ, 08012,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Recall inquiry/column lock; ; 2003-08-14

2003-08-14

Service Request has been Closed Satisfied.; ; 2003-08-14

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

Leas Summit

MO

HOME PHONE:

CASE NUMBER: 1-127315506

VIN: 1G1YY22G0V5109322

MODEL YEAR: 1997

DATE OPENED: 2003-08-06

SERIES: Corvette

DATE CLOSED: 2003-09-16

MILEAGE: 58000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Ayes

DEALER NAME: Cable-Dahmer Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 1834 S Noland Rd, Independence, MO, 64055-1314, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

STEERING COLUMN LOCKED; ; 2003-08-06

2003-08-06

1-127315506; ; 2003-08-06

2003-08-15

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-08-15

2003-08-15

REQUEST FOR ASSISTANCE Scanned: 2003-08-14-11.09.58.000000, MSXDocNum: 0322600211, ; 2003-

08-15

1-127315506; ; 2003-08-27

2003-08-20

11-127315506; ; 2003-08-20

2003-08-27

UNABLE TO CONTACT CUST; ; 2003-08-27

2003-08-27

Created: CAC\_RS0006. SR#1-127315506; ; 2003-08-27

2003-08-27

Submitting Call CAC Letter; ; 2003-08-28

2003-08-28

STILL OPEN; ; 2003-08-28

2003-08-28

Service Request has been Closed Satisfied.; ; 2003-08-28

2003-09-09

SR in Status of Closed has been Re-Opened by BROWN1; ; 2003-09-09



2003-09-09

Cust responded to unable to contact ltr; ; 2003-09-09  
2003-09-09

Greetings from Tampa. Cust called in.; ; 2003-09-09  
2003-09-09

PLEASE CALL PER LETTER SENT FROM CAC; ; 2003-09-09  
2003-09-15

1-127315506; ; 2003-09-15  
2003-09-15

1-127315506; ; 2003-09-16  
2003-09-16

1-127315506; ; 2003-09-16  
2003-09-16

Service Request has been Closed Satisfied.; ; 2003-09-16

\*\*\*\*\*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:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ENGINE TYPE:

BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

NADA: 0

MSRP:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

01-127315506



Lee's Summit, MO



AUG 12 2003

Chevrolet  
PO Box 33170  
Detroit MI 48232-5170

Request  
#1-127315506

48232-5170

~~4~~ ORIGINAL

ENCLOSED ARE DOCUMENTS  
YOU REQUESTED. THIS IS  
PER REQUEST #1-127315506

[REDACTED]



**CABLE-DAMMER CHEVROLET, Inc.**

1834 South Noland Road

Independence, Missouri 64055

Phone

(816) 254-3880



CUSTOMER NO. 04124	ADDRESS MICHAEL W KLINE 430	VEHICLE NO. 1113	INVOICE NO. 060063	WORK ORDER NO. 060410732
	CUSTOMER NAME [REDACTED]	CUSTOMER NO. 58310	DEALER NED	WORK NO.
	YEAR / MAKE / MODEL 87/CHEVROLET/CORVETTE		DATE OF SALE 07/31/87	SALES / SALES
	CHEVROLET NO. 181YY2280V5 108322		SALES / SALES	WORK ORDER NO.
LEES SUMMIT, MO	F.Y. NO.	F.Y. NO.	E.O. NO. 06108/03	
COMMENTS				

MO: 68310

**TOTALS**

ATTENTION CUSTOMERS: ALL ADDED VALUE  
ITEMS, INCLUDING A.C. PARTS INSTALLED ON YOUR VEHICLE  
ARE OR MAY BE BACKED BY A 3 YEAR / 50,000 MILE WARRANTY  
WHICH APPLIES TO CUSTOMER PAY REPAIRS. ASK YOUR ADVISOR  
FOR DETAILS.

YOU WILL RECEIVE A CUSTOMER SATISFACTION SURVEY FROM  
CHEVROLET. IF, FOR ANY REASON YOU CANNOT GIVE US  
COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE  
NUMBER IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1  
CONCERN. THANK YOU.  
CABLE DAMMER CHEVROLET 816-254-3880

TOTAL LABOR	245.00
TOTAL SALES	171.00
TOTAL TAX	11.62
TOTAL INVOICE \$	612.62

**DISCLAIMER OF WARRANTY**  
Any warranties on the product sold hereat  
those made by the manufacturer. The  
CABLE-DAMMER CHEVROLET, Inc., h  
expressly disclaims all warranties, either w  
or implied, including any implied warr  
merchantability or fitness for a particula  
purpose and CABLE-DAMMER CHEVROLET  
neither assumes nor authorizes any othe  
person to assume for it any liability in conne  
with the sale of said products.

CUSTOMER SIGNATURE

**ORIGINAL**

**PAID**  
4 AUG 1987 2:00 PM  
[Signature]



**(816) 254-3860**



CUSTOMER NO. <b>04124</b>	ADDRESS <b>MICHAEL W KLINE 430</b>	VEST NO. <b>1113</b>	BIRTH DATE <b>06/08/03</b>	BIRTH NO. <b>128410732</b>
[REDACTED]	LICENSE NAME [REDACTED]	LICENSE NO. <b>68316</b>	COLOR <b>RED</b>	BIRTH NO. [REDACTED]
	VEHICLE MAKE / MODEL <b>07/CHEVROLET/CORVETTE</b>			BIRTH DATE <b>07/31/07</b>
	VEHICLE LICENSE NO. <b>181YY2280V6 109322</b>			BIRTH DATE <b>07/31/07</b>
LEES SUMMIT, MO [REDACTED]	A & B NO. [REDACTED]	A & B NO. <b>06/08/03</b>	BIRTH DATE <b>07/31/07</b>	
[REDACTED]	COMMENTS <b>000: 58310</b>			

1991

WORK & PARTS  
910302203 STATE INSPECTION TECH(S): 288 10.50  
MVT. VEHICLE OWNER BE ADVISED THAT THE REPAIR FACILITY USED  
TO PERFORM ANY CORRECTIONS AS THEIR CHOICE, NEED NOT BE  
THE FACILITY WHERE INSPECTION IS PERFORMED. WRITTEN ESTIMATE  
IS REQUIRED FOR ALL CORRECTIONS NECESSARY TO PASS.  
RENEWED MISSOURI STATE INSPECTION.  
MSSIN

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold here have those made by the manufacturer. The CABLE-DAMMER CHEVROLET, Inc., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular use and CABLE-DAMMER CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				30.50
J# 2 210L2			ELECTRICAL ACCT	TECH51-133
				335.00

J# 2 210LZ ELECTRIC ACTUATOR TECH(S):133 336.00  
CUSTOMER STATES IGNITION WILL NOT TURN  
ADVIS  
CHECK KEY OPERATION. DROVE IN STALL. KEY TURNING/ WORKING  
AS DESIGNED AT THIS TIME. CANNOT DUPLICATE  
FOR COST REQUEST WAS TOLD TO REPLACE STEERING COLUMN LOCK  
ACTUATOR. HAS NOT DIAG AS YET.  
AS PER REQUEST REPLACE STEERING LOCK ACTUATOR, NEVER FAILED  
PRIOR OR AFTER REPLACEMENT..

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	26050960	LOCK 2.195		171.25
				JOB # 2 TOTAL PARTS	171.25
				JOB # 2 TOTAL LABOR & PARTS	607.24

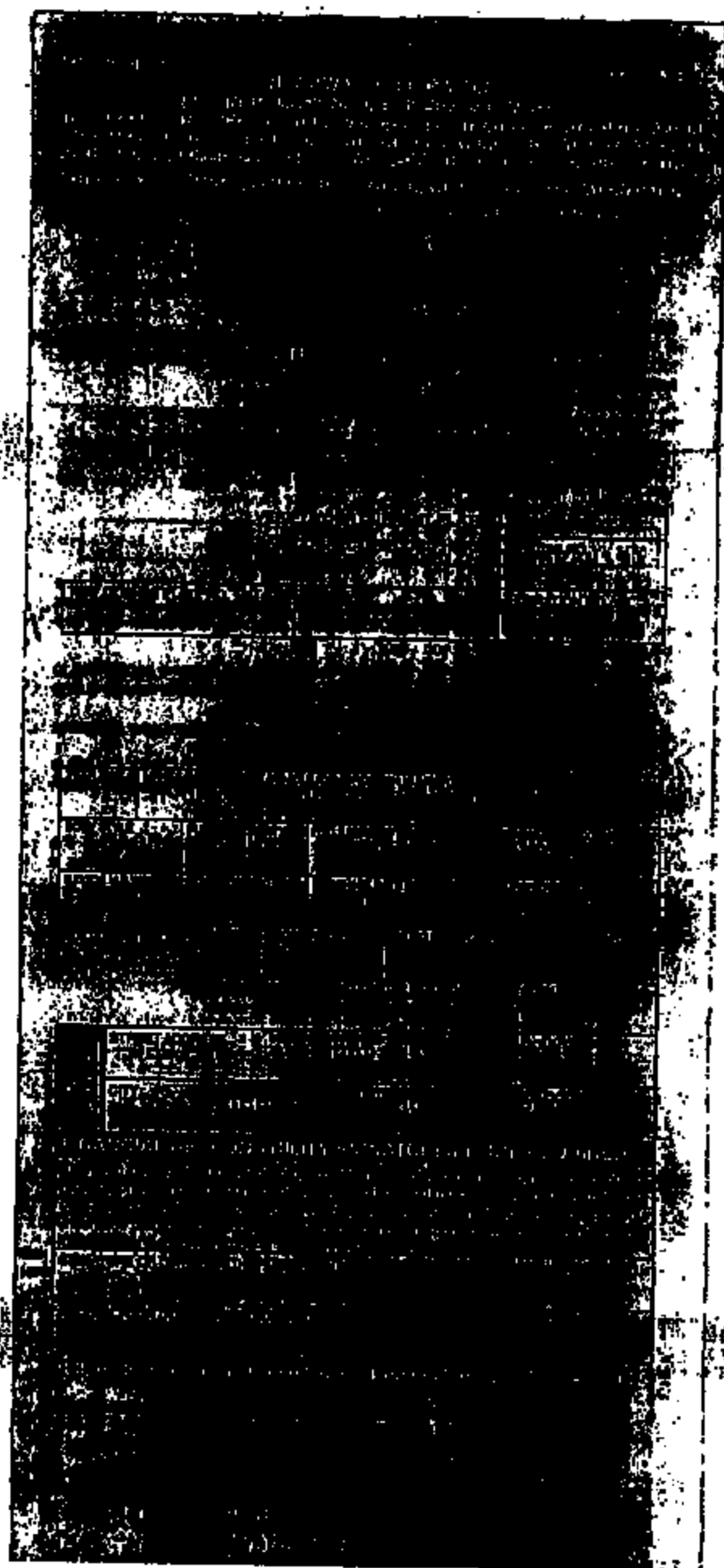
3# 3-500L202	VEHICLE TOW	TECH(S):1	0.00
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PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

SIBLET	EXP	YTD LUMP	YTD DATE	DESCRIPTION	TOTAL - SIBLET	01-20
SIB 7 3	06/05	965191	06/07/03	TEN CHAIRS		

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	22	STATE INSPECTION STICKER	
TOTAL - MISC			1.50

**ORIGINAL**





37 99005

03

416730

012

Card 629501

Cardmember Copy

Please Visit Florida

October 23, 2003

[REDACTED]  
Lees Summit, MO [REDACTED]

Service Request: 1-127315506

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1997 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,

Lucinda Eaton  
Customer Relationship Manager

RS0006-P/smc