

EA02-031

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

4F

**BOOK 8 OF 22
PART 2 OF 3**

GM RESTRICTED

362072

CASE NUMBER: 04584871 VIN: 1G1YY22G0X5105158
 DATE OPENED: 06/18/01 MODEL YEAR: 99
 DATE CLOSED: 06/20/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE:
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: MS
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: HOLLANDALE MS
 HOME PHONE:

CASE NUMBER: 04584871 VIN: 1G1YY22G0X5105158
 MODEL YEAR: 1999
 DATE OPENED: 2001-06-18 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-06-20 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: ALL STAR MOTORS COMPANY OF GREENVILLE
 BRC PARENT: DEALER ADDRESS: 1009 HWY 82 EAST, GREENVILLE, MS, 38701, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.htm]]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary

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4) Establish & document a diagnosis and repair plan
* Coordinate with dealership to assist with customer's repair request
* Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase
Link RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/sbs customer requests vehicle
repurchase.htm]]

Vehicle repair request - Repair not done

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

cust states that the steering column locks up and is difficult to drive. cust has concerns
that this is a driving hazard. vehicle is being repaired again by the dlr. crm will
call the dlrshp for this issue.. tracy chambers/pdx/cac; 0; 361735531
2001-06-20

CRM CALLED DLR AND GARY STATED THAT THE VEHICLE IS FIXED AND CUST IS HAPPY. tracy
chambers/pdx/cac; 0; 361915543

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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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:

DATE:
% BUSINESS: 0

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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:	3891913	VIN Number:	1G1YY22G0X5105628
Date Opened:	3/5/1999	Model Year:	1999
Date Closed:	11/29/1999	Series:	Corvette
Dealer Code:	B19073	Mileage:	775
Address:	SUBURBAN CHEVROLET SANDY	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING STEERING COLUMN STAYS LOCK

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/05/1999 13:12:35 SBD TEMPLATE - PITTMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

03/05/1999 13:12:35 HISTORY - PITTMAN

TECH STATES THAT THE STEERING COLUMN STAYS LOCKED ALL THE TIME. TECH STATES THAT HE DOES NOT HAVE ANY INFORMATION TO DIAGNOSE THIS CONCERN.

TAC ADVISED: WILL FAX DEALER INFORMATION ON THIS CONCERN

03/05/1999 14:05:23 POULOS - TECH JEREMY CALLED BACK AND
STS STEERING WHEEL LOCK WILL NOT LOCK. DLR STS THERE ESI IS NOT WORKING
PROPERLY. DLR REQUESTING INFO.

TAC ADVISED DLR WILL FAX SCHEMATICS FOR STEERING WHEEL LOCK. TAC ADVISED
DLR TO CK ALL INPUTS TO BCM. TAC ALSO ADVISED DLR TO MAKE SURE KEY
CYLINDER IS WORKING CORRECTLY. TAC ADVISED DLR IF CYLINDER PLUNGER IS
STICKING, VEHICLE WILL NOT THINK KEY WAS EVER TAKEN OUT OF IGNITION
CYLINDER. DLR TO CALL WITH UPDATE.

03/08/1999 11:39:44 MORGAN -

DLR STS: HAS CHECKED POWERS AND GROUNDS, HAS CHECKED THE STAR
CONNECTORS AT THE PZM FOR PROPER CONNECTION. HAS CHECKED THE INTEGRITY
OF THE MOTOR FEEDBACK CKTS. IS GETTING MESSAGE ENABLE STANDBY IN THE
TECH 2 FOR STEERING COLUMN LOCK CKT. LOOKING FOR INFORMATION.

TAC SUG: TOLD DLR TO REPLACE THE STEERING COLUMN LOCK MOTOR IF ALL
CONNECTIONS ARE GOOD, CALL BACK WITH UPDATE.

LONNIE MORGAN

4-0667

06/03/1999 12:01:48 SLEEMAN -

DEALER CONTACT NAME (WHO ARE YOU TALKING TO)? JEREMY DAMEWOOD

__N/A__ DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE?
REPLACED THE COLUMN LOCK. THE VEHICLE RETURNS TODAY OF KEY IN WARNING
WITH KEY OFF.

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)? INSTALL LOCK SERVICE PACKAGE
PER TSB 838320.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

WYCKOFF , NJ

CASE NUMBER: 00815156 VIN: 1G1YY22G0X5107427
MODEL YEAR: 1999
DATE OPENED: 2000-07-05 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-07-24 MILEAGE: 20000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: RAMSEY CHEVROLET-GEO INC
BRC PARENT: DEALER ADDRESS: 145 RTE 17 S, UPPER SADDLE RIVER, NJ, 07458, USA

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

N41 Steering Column/Lock/Attaching Parts Inoperative
3 REPAIR ATTEMPT(S) STEERING WHEEL COLUMN LOCK INTERMITTENTLY

SERVICE STEERING WHEEL COLUMN LOCK NEEDS SERVICING (PER THE COMPUTER IN THE VEHICLE)

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

CUSTOMER STATES THAT HE PURCHASED THE VEHICLE FROM BRIDGEWOOD CHEVY BUT THEY WENT OUT OF BUSINESS 6 MONTHS AFTER THE VEHICLE WAS PURCHASED. CUSTOMER STATES THAT HE FOLLOWED HIS SALESMAN, DAVE, TO ANGLEWOOD CHEVY. CUSTOMER STATES THAT THE VEHICLE IS HAVING A CONCERN: WHEN HE SITS IN THE VEHICLE AND PUTS THE KEY IN HE IS TOLD TO PULL THE KEY OUT AND WAIT FOR 10 SECONDS TO TRY AGAIN AND WHEN THE CUSTOMER DOES THIS SERVICE STEERING WHEEL COLUMN LOCKED. CUSTOMER STATES THAT HE CALLED DAVE 3 TIMES WITH THIS CONCERN AND WAS ADVISED TO LET THE VEHICLE SIT OVERNIGHT AND TO TRY IT IN THE MORNING TO SEE IF IT WORKS THEN. CUSTOMER STATES THAT DAVE ADVISED THAT THE COMPUTER PROBABLY NEEDS TO RESET. CUSTOMER STATES THAT HE TOOK THE VEHICLE TO THE DEALERSHIP THE NEXT TIME THIS HAPPENED AND THEY COULD NOT GET THE CONCERN TO DUPLICATE AND COULD NOT FIX IT. CUSTOMER STATE THAT HE HAS HAD THE VEHICLE TOWED TO THE DEALERSHIP 2 TIMES FOR REPAIRS. CUSTOMER STATES THAT HE HAS TAKEN THE VEHICLE TO HIS INDEPENDENT MECHANIC AND THEY CALLED TAC AND TAC DID NOT KNOW HOW TO FIX THIS. CUSTOMER STATES THAT NOW HIS SALESMAN IS AT RAMSEY CHEVY AND IS THE GENERAL MANAGER. CUSTOMER STATES THAT HE HAS JUST PICKED UP THE VEHICLE FROM RAMSEY AND HAD THE -KEY CYLINDER REPLACED. CUSTOMER STATES THAT TONY IN SERVICE ADVISED HIM THAT THIS SHOULD RESOLVE THE CONCERN. CUSTOMER STATES THAT HE HAS SPOKEN WITH THE GENERAL MANAGER AT RAMSEY (HIS ORIGINAL SALESMAN) DAVE. CUSTOMER STATES THAT DAVE ADVISED HIM THAT HE NEEDED TO CALL CAC TO HAVE HIS CONCERNS DOCUMENTED BECAUSE HE IS LOOKING TO GET OUT OF THE VEHICLE..

CUSTOMER SEEKS DOCUMENTATION OF CONCERNS.

CRM ADVISED OF DOCUMENTATION AND IF THIS HAPPENS AGAIN TO CALL HIS SALESMAN DAVE BECAUSE IF HE IS ABLE TO GET INTO ANOTHER VEHICLE THAT IS SOMETHING THAT IS DONE AT THE DEALERSHIP NOT CAC. CUSTOMER SATISFIED.

CRM CLOSING REQUEST

***KIMBERLY KELLY TAMPA; 0; 99999

2000-07-11

cust seeking assistance repairing or getting out of veh, cust states problems are still occurring and he would like to get out of the veh, cust states he has been very patient and he is still open to suggestions but he would like to pursue this further because this has been going on for a long time, cust states sales mgr dave knows about the veh repairs and that the veh has been to previous dlrshp 5 or 6 times and to new dlrshp 2 times for the same problem, cust states he was told at dlrshp that he could not seek repurchase because veh was not purchased there, dlrshp cust purchased veh at has closed, crm advised cust that she will contact avm and see what he would like to do about the situation, crm could not get into

file because it said it was currently active, crm will call avm
toni dorsett/austin; 0; 332180203
2000-07-13

crm left message with avm 7/13/00, avm jamieson provan mailbox # 9140558447, crm will call
cust to let him know we are waiting to hear from avm
toni dorsett/austin; 0; 332378575
2000-07-13

crm left message w/ cust to let him know we are still working on file
toni dorsett/austin; 0; 332378703
2000-07-17

CRM CALLED DLRSHP TO SEE IF THEY HAVE HEARD BACK FROM AVM, SVM TONY STATES HAVE NOT HEARD
ANYTHING BACK YET
TONI DORSETT/AUSTIN; 0; 332711029

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:

REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CASE NUMBER: 3361256 VIN: 1G1YY22G0X5107427
DATE OPENED: 07/28/99 MODEL YEAR: 99
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 011613
CUSTOMER: B02052
ADDRESS: [REDACTED] NJ
HOME PHONE: 201 8710606 STATE: NJ
BUS. PHONE:

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

07/28/1999 14:06:46 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/28/1999 14:06:46 HISTORY - NICOLETTI

CUSTOMER ALLEGES SERVICE COLUMN LOCK MESSAGE ON IPC.

TECH HAS VERIFIED AND STATES STEERING WHEEL WILL NOT UNLOCK. LOOKING FOR SIMILAR CASES.

TAC SUGGEST TRYING TO DUPLICATE CONCERN AGAIN, AT THAT TIME TECH IS TO SUPPLY BATTERY AND GRD TO LOCK MOTOR. IF STEERING STILL DOES NOT UNLOCK, TECH IS TO REPLACE LOCK MOTOR. IF STEERING WHEEL UNLOCKS WHEN HE MANUALLY APPLIES BATTERY AND GRD TO LOCK MOTOR, TECH IS TO CHECK FOR INPUTS TO BCM AND OR BCM ITSELF. TECH TO CALL BACK IF NEED MORE ASSISTANCE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3414488	VIN Number:	1G1YY22G0X5107783
Date Opened:	8/24/1999	Model Year:	1999
Date Closed:	8/25/1999	Series:	Corvette
Dealer Code:	B20053	Mileage:	20039
Address:	RYDELL AUTOMOTIVE GRNORTHIDGE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT- MN BDY/FUS BLOC REP

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/24/1999 19:12:37 SBD TEMPLATE - ROGERS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

Y 1998 (Y/N) SM SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

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

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

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

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

08/24/1999 19:12:37 HISTORY - ROGERS

TECH (EDDIE) ST THAT THE STEERING COLUMN WILL NOT UNLOCK

ADVISED TECH TO CHECK KEY IN AND KEY OUT OF IGNITION STATUS

TECH REPORTS STATUS CHANGES WITH KEY IN OR OUT

ADVISED TECH TO CHECK FOR SYSTEM VOLTAGE AT CONNECTOR C3 TERMINAL A4
TECH STS THERE IS NO SYSTEM VOLTAGE PRESENT

ADVISED TECH TO CHECK FOR FUSE 23 AND FOR SYSTEM VOLTAGE AT FUSE 23
TECH REPORTS THAT THE FUSE IS GOOD AND SYSTEM VOLTAGE IS PRESENT AT FUSE
23

ADVISED TECH TO LOCATE AND REPAIR OPEN IN CRK 2540 BETWEEN IP ELECTRICAL
CENTER AND CONNECTOR C3 TERMINAL A4
08/25/1998 17:33:25 ESCAMILLA

EDDIE REPORTS THAT HE HAS FOUND THE THE PROBLEMS. THE FIRST WAS THAT HE
DID NOT HAVE ANY VOLTAGE ON CRT 2540 TO BCM HAD GOOD FUSE AND POWER AT
FUSE DIS ASSEMBLED FUSE BOX AND FOUND POOR CONNECTIONS THAT FEDD CRT
2540. SECOND WAS THE LOCK MOTOR DID NOT FUNCTION REPLACE LOCK MOTOR AND
THAT CORRECTED OPERATION.

VAL ESCAMILLA

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Austin , TX

CASE NUMBER: 1-119927541 VIN: 1G1YY22G0X5108576
MODEL YEAR: 1999
DATE OPENED: 2003-07-16 SERIES: Corvette
DATE CLOSED: 2003-07-17 MILEAGE: 51738.0000000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/AYes DEALER NAME: RI/Rmc Acquisition, Ltd.
ERC PARENT: DEALER ADDRESS: 11400 Research Blvd, Austin, TX, 78759-4154, USA

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

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

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

RFI Campaign; ; 2003-07-16
2003-07-16

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

SR in Status of Closed has been Re-Opened by SMITHCD; ; 2003-07-16
2003-07-16

RFI recall; ; 2003-07-16
2003-07-17

Service Request Ownership has changed FROM: TEMPLOZA TO: WALDROPL; ; 2003-07-17
2003-07-17

Steering column locked - RFI campaign; ; 2003-07-17
2003-07-17

Dlr consult AVM; ; 2003-07-17
2003-07-17

steering lock - cust follow from dlr.; ; 2003-07-17
2003-07-17

steering lock - cust follow from dlr.; ; 2003-07-17
2003-07-17

steering lock - cust follow from dlr.; ; 2003-07-17
2003-07-17

Steering Column; ; 2003-07-17
2003-07-17

Steering column cost assist; ; 2003-07-17
2003-07-17

Service Request has been Closed Satisfied.; ; 2003-07-17

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:

ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3928162	VIN Number:	1G1YY22G0X510857B
Date Opened:	5/11/2000	Model Year:	1999
Date Closed:	6/13/2000	Series:	Corvette
Dealer Code:	B30021	Mileage:	17229
Address:	CAPITOL CHEVROLET, IAUSTIN	T	State: TX
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING WHEEL STEERING WHEEL LOCKED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/11/2000 18:23:57 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

05/11/2000 18:23:57 HISTORY - KOPAH

DLR STS STEERING WHEEL LOCKED

DLR STS DIAGNOSED AS STEERING WHEEL LOCK MOTOR

DLR STS THIS IS THE THIRD LOCK MOTOR REPLACED ON THIS VEHICLE

DLR LOOKING FOR INFO

ADVISED DLR TO CHECK A PILLAR GROUNDS G201 AND G202
ADVISED DLR TO DO IGNITION KEY INPUT/OUTPUT TEST WITH TECH 2 PER PI
A000265

181123

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

OT75679 PAGE #: 1
M01-015

CASE NO: 99-0184244
DATE OPENED: 04/06/1999
DATE CLOSED: 04/06/1999
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1YY2260X5109274
MODEL YR: 99
SERIES: YB CORVETTE
MILEAGE: 001200
STATE: FL
ORANGE PARK FL [REDACTED]
BUS. PHONE: [REDACTED] EXT: [REDACTED]

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

04 06 99

ORIG O/C/STS CONCERN W/STEERING LOCKING UP...O/STS VEH WOULD BE SITTING STILL, WOULD BE ABLE TO CRANK, BUT STEERING WAS COMPLETELY LOCKED UP...O/STS HAD TO HAVE VEH TOWED INTO DLR...O/STS DLR CANNOT FIND ANY CODES ON STEERING...O/STS FEELS VEH UNSAFE & MAY LOCK UP AGAIN WHILE DRIVING...CO ACK'D...O/DID NOT HAVE VIN# AVAIL...CO C/ HOBBS TECH & WAS ADV OF NO OFFICIAL RECALLS, BUT DLR MAY NEED TO C/ TAN...CO ACK'D...CO DOC W/KEVIN SMER WHO ADV CO THAT VEH UNLOCKED ITSELF ONCE WRECKER TOOK VEH OFF OF THE FLATBED...SMER STS NO CODES SHOWING...CO ACK'D...SMER STS FROM WHAT HE CAN TELL CONDITION ONLY OCCURS WHEN VEH IS COMPLETELY SHUT DOWN...WHILE ON HOLD O/HUNG UP CO C/O/B/W/INFO...O/STS IS GLAD DLR DOUBLE CHECKING, BUT WOULD RATHER HAVE A GUARANTEE THAT STEERING WILL NOT LOCK UP WHILE DRIVING...CO ADV O/TO ALLOW DLR TO USE ALL AVAIL RESOURCES...O/ACK'D...CO ADV O/OF FILE# & PURPOSE...CO THANKED O/FOR C/...MICHAEL RICE X3798

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

CODE # DESC	CODE COMMENTS
N01 0 STEERING USE	STEERING LOCKING UP FOR DLR INFO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3372702	VIN Number:	1G1YY22G0X5109372
Date Opened:	8/3/1999	Model Year:	1999
Date Closed:	8/31/1999	Series:	Corvette
Dealer Code:	B15416	Mileage:	10571
Address:	CHEVROLET OF TURNERSTURNERSVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING STEERING LOCK INTERMITTENT

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—

08/03/1999 14:13:57 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/03/1999 14:13:57 HISTORY - ERMAN

ROY REPORTS THIS CUSTOMER HAD THE CAR TOWED IN BECAUSE THE STEERING WHEEL WOULD NOT TURN IT WAS LOCKED. ROY SAID WHEN THE CAR GOT TO THE DEALER THE STEERING WAS NOT LOT ANYMORE.

ADVISED TRY TO DUPLICATE FIRST AND IF YOU CAN FOLLOW THE CHART ON PAGE

2-74

IF YOU CAN NOT THEN PER PREVIOUS CASES TO REPLACE THE STEERING LOCK
MOTOR.

08/03/1999 14:35:58 BAILLOD - TECH CALLED BACK AND WANTED TO
KNOW WHAT PART IT WAS SENT TO BOOK 1-3
SERVICE MAN TO 2-66 NUMBER 1

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

297213

CASE NUMBER: 99-0553396 VIN: 1G1YY22G0X5109503
DATE OPENED: 10/23/99 MODEL YEAR: 99
DATE CLOSED: 10/27/99 SERIES: YH CORVETTE
SOURCE: PHONE MILEAGE: 24000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] VAN NUTS CA [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE:

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

CUSTOMER STATES THAT STEERING COLUMN LOCKED.
CUSTOMER SEEKS TO FIND OUT WHY THAT HAPPENED.
CRM ADVISED CUSTOMER SOME RESEARCHING....CAR AT DEALER NOW.

YOLANDA CLEVELAND, AUSTIN

CRM CALLED DEALER AND WAS ADVISED THAT CUSTOMERS CAR HAS ALREADY BEEN
FIXED. CRM WILL CALL CUSTOMER TO MAKE SURE EVERYTHING IS OK.
YCLEVELAND, AUSTIN

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

CDE # DESC	CDE COMMENTS
M41 0	CUSTOMER SAYS THAT STEERING COLUMN LOCKED. ADVISED CUSTOMER TO CALL BACK ANYTIME.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Tulsa , OK

CASE NUMBER: 1-6194316 VIN: 1G1YY22G0X5110070
MODEL YEAR: 1999
DATE OPENED: 2002-06-05 SERIES: Corvette
DATE CLOSED: 2002-06-05 MILEAGE: 25000.0000000
SOURCE: DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

steering column locked; ; 2002-06-03
2002-06-05

Service Request has been Closed Satisfied.; ; 2002-06-05

*****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:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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:		

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3511934	VIN Number:	1G1YY22G0X5111218
Date Opened:	10/12/1999	Model Year:	1999
Date Closed:	10/22/1999	Series:	Corvette
Dealer Code:	B05078	Mileage:	13017
Address:	BOYD CHEVROLET INC OKLAHOMA CITY	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STEERING COLLUM LOCK INOP

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/12/1999 15:27:22 SBD TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

_1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

___ (Y/N) BULLETIN OR PI SEARCH PERFORMED:99-08-49-008

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

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

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

10/12/1999 15:27:22 HISTORY - JOHNSON TECH STATE CUST CONCERN IS THAT

STEERING WILL LOCK UP AT TIMES CODES ARE NOT PRESENT AND UNABLE TO DUP CONCERN.

ADV: TECH WILL TRY TO DUP CONCERN AND FOLLOE BULLITEN

99-08-49-008 AND CALL BACK WITH RESULTS

10/22/1999 12:41:58 WILSON VME CLOSING;

REPLACEMENT OF THE LOCK CYLINDER AND ACTUATOR PER BULLETIN 99-08-49-008
REPAIRED THIS CONCERN.

11/09/1999 13:55:59 OKROS

DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4763689	VIN Number:	1G1YY22G0X5113684
Date Opened:	5/24/2001	Model Year:	1999
Date Closed:	7/13/2001	Series:	Corvette
Dealer Code:	010174	Mileage:	17079
Address:	TOM NOE'S PARK RIDGE PARK RIDGE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING COLUMN LOCK

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

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/24/2001 14:37:17 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

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

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

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

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

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

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

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

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

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

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

05/24/2001 14:37:17 HISTORY - WENGER

CONCERN:

CUSTOMER STATES STEERING COLUMN LOCKED.

DIAGNOSIS:

TECH CALLED STATES THAT CAN NOT DUPLICATE CONCERN. TECH STATES THAT FOUND

NO PROBLEM. TECH LOOKING FOR ANY INFO.

RECOMMENDATION:

ADVISED DEALER ON PI A000285. ADVISED TO CHECK BOTH G201, G202, CHECK KEY STATUS, CHECK IGNITION CONNECTION AND PINS. IF ALL CHECKS OK THEN REPLACE LOCK MOTOR ASSY.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3236619	VIN Number:	1G1YY22G0X5111557
Date Opened:	5/21/1999	Model Year:	1999
Date Closed:	6/15/1999	Series:	Corvette
Dealer Code:	B26442	Mileage:	2017
Address:	BILL SEIDLE CHEVROLET CLERMONT	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING WHEEL STEERING WHEEL UNLOCK INO

RESOLUTION ABSTRACT- STEER COLUMN - REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/21/1999 13:49:53 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

05/21/1999 13:49:53 HISTORY - MILLER DEALER (MAC) STATE'S THE

STEERING WHEEL WILL NOT UNLOCK INTERMITTENTLY. VEHICLE WAS TOWED IN AND THE WHEEL WOULD NOT UNLOCK. DEALER STATE'S WHEN HE GOT THE VEHICLE IT UNLOCKED. DEALER STATE'S THERE ARE NO CODES. DEALER STATE'S THE LAST TIME IN HE REPLACED THE LOCK MOTOR THE LAST TIME IN. ADVISED DEALER TO REPLACE

THE LOCK CYLINDER PER BULLETIN 838320 AND VERIFY CONNECTIONS AT THE RELAY. ADVISED DEALER TO EVALUATE AND IF THERE IS STILL A CONCERN REPLACE THE BODY CONTROL MODULE. DEALER TO REPORT RESULTS.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HERNANDO, MS

CASE NUMBER: 05182190 VIN: 1G1YY22G0X5114250
MODEL YEAR: 1999
DATE OPENED: 2001-08-03 SERIES: UNKNOWN
DATE CLOSED: 2001-10-16 MILEAGE: 60000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NUNLEY AUTOMOTIVE, INC.
BRC PARENT: DEALER ADDRESS:

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

A01 Open Campaign	Product Campaign Claim
1 REPAIR ATTEMPT(S)	STEERING WHEEL LOCK
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	PREVIOUS REPAIR
M41 Steering Column/Lock/Attaching Parts	Other
1 REPAIR ATTEMPT(S)	LOCKS UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STS: HAD STEERING COLUMN LOCK UP ON VEH AND HAD TO HAVE IT FIXED, CUST RECVD CAMP LETTER ON STEERING COLUMN
CUST SEEK: REIM FOR REPAIR TO STEERING COLUMN \$290.00 FOR REPAIR AND \$35.00 FOR TOW
CRM ADVG: CALLED DOUG MCCAFFRE, SVC MGR, JIMMY GREY CHEV, WAS OUT ON TEST DRIVE WILL C/B M1
HR.....SCOTT LEE/CAC/ATX; 0; 365707833
2001-08-03

CRM CALLED CUST BACK LEFT MSG WILL C/B THIS AFTERNOON.....SCOTT LEE/CAC/ATX; 0;
365709919
2001-08-03

CUSTOMER CALLED IN, MISSED CALL FROM CRM LEE SC. CUSTOMER STATES SHE WILL NOT BE HOME THIS AFTERNOON AND WOULD LIKE CRM LEE SC TO CALL BACK ASAP.
INFORMED CUSTOMER THAT I WOULD GET A MSG TO CRM LEE SC TO CALL CUSTOMER .
RICHARD SALINAS / CAC / ATX; 0; 365710368
2001-08-03

CRM SPOKE W/ CUST AND ADV THAT THERE WOULD BE NO ASSISTANCE, CUST REC'D \$167.00 FROM DEALERSHIP AND THAT WAS DONE AS A GOODWILL GESTURE BECAUSE THEY ARE GOOD CUSTOMERS, EXPLAINED THAT I WOULD TALK TO MY TM LATER TO GET HIS INPUT AND CALL CUST BACK ON MON.....SCOTT LEE/CAC/ATK; 0; 365715493
2001-08-06

CALLED CUST AND LFT MSG TO CALL BACK W/ ALT # TO REACH HER, SHE CAN MAIL PAPERS TO US FOR REIM, WILL C/B THIS AFTERNOON.....SCOTT LEE/CAC/ATK; 0; 365979612
2001-08-06

CUST C/B. SHE IS AT HOME NOW. CUST LEFT CELL PHONE [REDACTED] CUST ASKED THAT CRM NOTIFY PRIOR CRM SO HE CAN CALL HER YET OTWIGHT IF HE IS STILL IN. CRM ADVISED CUST SHE WOULD DO THAT. CRM ALSO GAVE CUST THE INFO NEEDED FOR HER TO SEND IN FOR HER REIM, THE ADDRESS AS TO WHERE TO SEND IT & THIS FILE NUMBER. CUST SAID THANK YOU. MARY VARGA/CAC-PDX/8-6-01; 0; 365996485
2001-08-07

SPOKE W/ CUST CONCERNING REIM AND SHE IS MAILING DOC AND I WILL C/B CUST NEXT WEEK TO VERIFY THAT WE HAVE REC'D DOC AND REIM IS APPROVED.....SCOTT LEE/CAC/ATK; 0; 366073530
2001-09-07

cust stts she sent in docs 2 mths ago and has not rec'd a call back cust seeks to speak w/ scott,,crm advised since he is working her reim that i would send him a message,,cust requests a call back to day asap..crm will fwd file and send an alarm..riverwescottj pdxcac; 0; 368750135
2001-09-07

crm attempted to send file to scottlee..who is no longer in system.. crm waiting for gl to review file and will proceed w/ call back tues if i need any additional info will call cust to have her send it in..river wescottj pdxcac; 0; 368751098
2001-09-17

GL reviewed and returned to crm, please see feedback form.
Ratie Rogers/GL/PDX; 0; 369617551
2001-09-17

crm has not rec'd feedback form at this time will call cust as documented tomorrow..river wescottj pdx cac; 0; 369618358
2001-09-26

Cust states she has not rec'd a callback.
Cust seeks status of reimb & callback from WESCOTTJ.
Crm adv the reimb is in process & will notate for WESCOTTJ to contact her on 9/27/01 @ 1100-1230 ct.
phyllis tumlinson/pdxc/cars; 0; 370368775
2001-10-09

CUST STATES SHE IS STILL WAITING FOR REIMBURSEMENT. CUST SEEKS REIMBURSEMENT. CRM ADVISE WILL TAKE OVER CASE. VERIFIED ADDRESS/PHONE # FOR CUST IS CORRECT. CALLBACK FRI 10/12/01 8-10AM
PST CHRISTINE STEVENS/CAC/PDX; 0; 371498145
2001-10-09

**TM was reviewing case with previous crm Wescott. After complete review of case including attached docs TM determined that cust was reimbursed under DL2 Empowerment for the repair of the ignition lock cylinder. Vehicle is within time but beyond the warranty by approx. 24,000 miles. Returning case to previous crm for follow-up with cust. No open campaigns or special policies, and no technical service bulletins related to this type of issue on this vehicle. Douglas Heidland/TM/CARS/PDX; 0; 371514060
2001-10-09

crm called cust to deliver resolution and cust not available crm left message advising that i would call cust between 12-2 tomorrow to deliver resolution..river wescottj pdxcac; 0; 371514293
2001-10-10

OUT OF TOWN CORINTH MS.. GOT IN VEH. 1100 PM AND STEERING WHEEL LOCKED UP, SO SHE STAYED NIGHT HAD VEH. TOWED, TO MURLEY IN CORINTH, CUST STTE THAT SHE STARTED TO PURSUE REIMBURSEMENT W/ JIMMY GREY, TOLD HER THERE WAS NUMEROUS PROBLEMS W/ CORVETTE STEERING WHEEL LOCKED UP, CUST STATES THAT SHE TRUST JIMMY GREY AND CALLED THEM TO CONFIRM WHAT OTHER DEALER TELLING HER WAS CORRECT,, ALL DLRSHP TOLD HER THAT CHEVROLET HAVING PROBLEMS W/ THE STEERING WHEEL LOCKING UP, THEY REIMBURSED HER GOODWILL ADJUSTMENT THEN WHEN SHE GOT RECALL LETTER FROM CHEVROLET SHE STARTED TO CALL GM TO GET THE REST OF MONEY REIMBURSED...CRM WILL CALL JIMMY GREY, TO SEE IF THEY KNOW THE RECALL NUMBER..RIVER WESCOTTJ PDX CAC; 0; 371603095
2001-10-10

901 218 0081 CUST'S CELL NUMBER, CRM ADVISED OF ACTION PLAN CRM FAXING ALL DOC'S TO DLRSHP TO BE PROCESSED FOR REIM.. CUST AGREED W/ ACTION PLAN AND CRM ADVISED WOULD CALL HER TOMORROW 2-4 PST. TO LET HER KNOW THE STATUS..RIVER WESCOTTJ PDX CAC; 0; 371605805
2001-10-11

crm found that fax has not gone out yet crm had faxed should be at dlrsdp by end of today crm advised cust that i would call her tomorrow to make sure the fax has arrived..river wescottj pdx cac; 0; 371691189
2001-10-15

CRM CALLED DLRSHP AND THEY HAD NOT RECEIVED FAX SERVC. MGR STATES THAT HE IS IN CONTACT W/ CUSTOMER CRM CALLED CUST AND LEFT MESSAGE THAT I HAVE RESENT DOCS TO DLRSHP AND THEY SHOULD BE THERE TODAY AND THAT I WOULD FOLLOW UP W/ HER TOMORROW 12-2 RIVER WESCOTTJ PDX CAC; 0; 372023295
2001-10-16

servc. mgr called last night to my direct extension and advise that he has rec'd info and is processing the reim..crm will call cust to update..river wescottj pdxcac; 0; 372110023
2001-10-16

crm calcd cust and advised that doug caffrey has rec'd info and i processing reim and would be better to get updates from him directly at this point because he will be the one processing the reim..crm advised cust to call cac if ever needs further assistance..river wescottj pdxcac; 0; 372110244

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

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 SODGRT:	

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

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

[Redacted]

Herando, Mo. [Redacted]



Chevrolet

P.O. Box 33170

Detroit, Mi. 48232-5170

ATTN: Scott Lee

00-15-01P05:27 RCVD

482325170 01



05/02/90

8/9/01

[REDACTED]
Hernando, Ms. [REDACTED]
FILE # C05182190

Scott Lee,

I am requesting the reimbursement of my repair bill in addition to the towing charges. I have received a check for \$167.00 from Jimmy Gray as per the note enclosed. The total repair bill from Nunley Chevrolet was \$290.40 in addition to \$35.00 paid to Dunn's Towing in Corinth, Ms.

I was stranded in Corinth, Ms. due to my steering column locking up.

All requested paperwork is enclosed.

Scott, Thanks for your help.

[REDACTED]
Doug. [REDACTED]
called. So she
received the Remorse check
[REDACTED] 18542. for
\$167.00 in July on RO
78779. Says she is
do add # for RO & Towing
Expense. Her cell phone
is 218-0081

11:46 AM John
SILVERADO HD

4827

4827

HERNANDO, MS

DATE 6-14-01

PAY TO THE ORDER OF

Dennis Louisa

\$ 35.00

Thirty five & no/100



Trustmark
National Bank
Hernando, MS

MEMO

950216358 03

+0053002790 8604086435 4827 0000003500

0053002790

8604086435 4827 0000003500

OFFICIAL INKING BOARD OF GOVERNORS REG. NO.

0232404916 06/25/2001 6665

16211

00-00000

090521401791650

0000000000

001072825

0905623380 011

06/22/2001

0812812712

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
REASON FOR ISSUANCE: REGULAR PAY

Edna Dean

ONLY USE ONLY:
000000/00/000000

STATE OF MISSISSIPPI
ROAD AND BRIDGE TRAVEL TAX

Form 75-2000-1
10/99

3437-80

THIS CHECK AUTHORIZED BY
THE MISSISSIPPI DEPARTMENT OF REVENUE

DEGOTO

GT 2200X511-250

614887

1998 CHEV

DL 2000 IVA INDEL

CV 44 CB 80

BRE

01/08/98 SKN 000598

HERNANDO

MS

FOR USE TAX
PURPOSES

PURCHASE OF TAX
EXEMPTION

EXEMPTION
FOR AD VALOREM
EXEMPTION REDUCTION

15.00

.00

.00

15.00

AD VALOREM
TAXES

VALUATION

TAX RATE

TAXES

LATE FEES
PENALTIES

LOCAL RATE

CREDIT

TOTAL

TOTAL

225.25

COUNTY
TAXES

7449

.08775

653.05

.00

.00

.00

225.25

225.25

90.00

MUNICIPAL
TAXES

SCHOOL OR
BOND TAXES

JOEY TREANAY

275.03

.00

275.03

SAFETY BELT USE IS MANDATORY IN MISSISSIPPI

01/05

WHILE COPY TO COUNTY

WHILE COPY TO OWNER

WHILE COPY TO COUNTY

SERVICE INVOICE

NUNLEY AUTOMOTIVE, INC.

1701 Hwy 22 West
CORPUS CHRISTI, TX 78404
(361) 287-1944

Michelle Segarra



ORIGINAL

F-800-222-1020
C/S GM

DATE/TIME 10/26/07	ADVISOR ANDY	TIME 2:00	DATE/TIME 10/26/07	BOOKING NO. CNC52054
	LABOR RATE	LABOR NO.	LABOR RATE \$47.30	BOOKING NO.
	VEHICLE MAKE / MODEL BUICK/REGAL		VEHICLE MAKE / MODEL PONTIAC	BOOKING NO.
	VEHICLE YEAR 1997		VEHICLE YEAR 1997	BOOKING NO.
	VEHICLE VIN 1B1YY2260X5114250		VEHICLE VIN 1B1YY2260X5114250	BOOKING NO.
	VEHICLE MAKE / MODEL BUICK/REGAL		VEHICLE MAKE / MODEL PONTIAC	BOOKING NO.
	VEHICLE YEAR 1997		VEHICLE YEAR 1997	BOOKING NO.
	VEHICLE VIN 1B1YY2260X5114250		VEHICLE VIN 1B1YY2260X5114250	BOOKING NO.
	VEHICLE MAKE / MODEL BUICK/REGAL		VEHICLE MAKE / MODEL PONTIAC	BOOKING NO.
	VEHICLE YEAR 1997		VEHICLE YEAR 1997	BOOKING NO.
	VEHICLE VIN 1B1YY2260X5114250		VEHICLE VIN 1B1YY2260X5114250	BOOKING NO.

LABOR & PARTS
STEERING/SUSPENSION UNITS: 9.00 TECH(S):41 100.00
STEERING LOCKING IN
FRONT LOCK SWITCH RE COLUMN
CONSULT WITH GM TECH ASSISTANCE
PERFORMED TEST FOUND MOTOR FAULT IN SWITCH RWD-SWITCH OK

PARTS	QTY	UNIT PRICE	DESCRIPTION	UNIT PRICE
1	1	64.00	SWITCH	64.00
1	1	99.00	CYLINDER	99.00
JOB # 1 TOTAL PARTS				163.00
JOB # 1 TOTAL LABOR & PARTS				266.00

QTY	DESCRIPTION	CONTROL NO.	TOTAL - MISC
1	NO DISCOUNT SUPPLY FEES		5.40
TOTAL - MISC			5.40

TOTALS	TOTAL LABOR	TOTAL PARTS	TOTAL MISC	TOTAL TAX	TOTAL INVOICE
	100.00	163.00	5.40	19.00	287.40

CUSTOMER SIGNATURE

Colin Bailey

GM RESTRICTED

362293

CASE NUMBER: 04588153 VIN: 1G1YY22G0X5114250
 DATE OPENED: 06/18/01 MODEL YEAR: 99
 DATE CLOSED: 06/19/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 54000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MS
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HERNANDO, MS [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04588153 VIN: 1G1YY22G0X5114250
 MODEL YEAR: 1999
 DATE OPENED: 2001-06-18 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-06-19 MILEAGE: 54000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: NUNLEY AUTOMOTIVE, INC.
 BRC PARENT: DEALER ADDRESS: 1701 HIGHWAY 72 W, CORINTH, MS, 38834, USA

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

S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	FOR TOW & REPAIR
M01 Steering General	Other
1 REPAIR ATTEMPT(S)	FAULTY MOTOR SWITCH
A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	TOWING

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify sp Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Goodwill/GoodwillMain.htm>] section on how to make decision,
 review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine cause of failure and consider reimbursement at dealership.)

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

362293

(If already repaired at Independent - Review all relevant materials per SOG and P&P and make appropriate "Goodwill" decision.

(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/quickref/html/DawinWrightLetters/goodwill.htm>]

* If necessary follow SBS on "Contacting GM Field Personnel" [{Field Personnel RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/Contacting%20GM%20Field%20Personnel%20SBS%207-14.htm>]

Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST STATED: LAST THURSDAY THEIR STEERING WHEEL LOCKED UP IN CORINTH MS. THEY HAD TO HAVE VEH TOWED TO DLR & HAD THE STEERING WHEEL FIXED. THEY WERE TOLD THAT THE FAULTY MOTOR SWITCH IS A PROBLEM W/THE CORVETTE'S. CUST CALLED THEIR LOCAL DLR JIM GRAY& THEY ALSO SAID IT IS A PROBLEM W/CORVETTES.

CUST SEEKS: TO BE REIM FOR TOW \$35 & REPAIR \$290.40

CRM ADVISED: WILL NEED TO SPEAK W/SVC MGR @ NUNLEY. NUNLEY SVC DEPT WAS CLOSED, CRM SET C/B FOR 6/19 9:30-12:30PST. MICHELE SEGARRA/CRM/PDX/CAC; 0; 361758547

2001-06-19

CRM CALLED DLR SVC MGR NOT AVAILABLE, WILL TRY LATER. MICHELE SEGARRA/CRM/PDX/CAC; 0; 361818156

2001-06-19

CRM SPOKE W/CUST & ADVISED OF THE DENIAL. CUST STATES WHY DID THE ADVISORS TELL THEM THEY ARE HAVING PROBLEMS W/THIS PART & GM IS NOT GOING TO COVER IT. CRM ADVISED THAT IF THERE IS A PROBLEM THAN GM WILL PUT OUT A CAMPAIGN OR SP ON THE COMPONENT. CUST SHOULD HAVE RECIFT. CUST STATES HUSBAND BOUGHT A TRUCK & THAT IF WE ARE NOT GOING TO TAKE CARE OF THEM THEY WILL NOT BUY GM ANY MORE. CUST THANKED CRM & HUNG UP. MICHELE

SEGARRA/CRM/PDX/CAC; 0; 361823872

2001-06-19

CRM RECEIVED TL BILL FISHMAN'S APPROVAL TO CLOSE DISSATISFIED. MICHELE
SEGARRA/CRM/PDX/CAC; 0; 361826854

*****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:

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

362293

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:
DEALER ADMINISTRATION:
RELEASE:

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

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

362293

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

+ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CHEVROLET MOTOR DIVISION
UN RESTRICTED

PAGE: 1

299419

CASE NUMBER: 99-0582012 VIN: 1GLYY22G0X5115396
DATE OPENED: 11/22/99 MODEL YEAR: 99
DATE CLOSED: 11/26/99 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 2900
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] EGG HARBOR TOWNSHIP NJ [REDACTED]
HOME PHONE: [REDACTED] STATE: NJ
BUS. PHONE: [REDACTED]

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

CUSTOMER STATES STEERING COLUMN LOCKING MECHANISM PROBLEM STARTED IN JUNE AND HAS CONTINUED THROUGH TODAY. CUSTOMER SEEMS REPURCHASE HAS LOST CONFIDENCE AND FEELS IT IS A SAFETY CONCERN. AS WELL AS AN INCONVENIENCE, WELL BEYOND LEMON STAGE. CRM ADVISED WILL HAVE TO DO SOME RESEARCH AND RETURN WITH INFO AS SOON AS POSSIBLE.

---FERDINAND FIELDS/AUSTIN----

AVM, LARRY FLOWERS, CALLED TRYING TO GET IN TOUCH WITH REP. AVM STATES THAT HE LEFT A MESSAGE BUT IS UNSURE WHETHER OR NOT REP WILL GET IT. CRM ADVISED AVM THAT SHE WILL DOCUMENT THE FILE AND LET REP KNOW TO TRY AND CONTACT AVM TODAY.

AUSTIN REP***AVM WILL BE IN AND OUT OF OFFICE TODAY. PLEASE LEAVE A DETAIL MESSAGE ON HIS VME OF WHAT YOU NEED REGARDING CUST'S VEHICLE. TIFFANY RUDOLPH/ERC/ADR/PL

CRM CONTACTED CUSTOMER AND CONFIRMED THAT CUSTOMER HAD SPOKEN WITH AVM ABOUT VEHICLE. REITERATED THAT WOULD REPAIR PER WARRANTY PARAMETERS, AND IF ANY FURTHER CONCERNS WE WOULD ADDRESS AS QUICKLY AS POSSIBLE.

----FERDINAND FIELDS/AUSTIN-----

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

CODE # DESC	CODE COMMENTS
N41 0	ACTIVATED LOCKING MECHANISM 4X CASE CLOSED BY SYSTEM
N42 0	LOCKING AND UNLOCKING ON THEIR OWN 5 OR 6X CASE CLOSED BY SYSTEM

1st Line

 General Motors

Date 12-16-99

To B.R.G. - Chevy

Re: Repurchase State of New Jersey

Telephone

Re 313-381-2417

We are forwarding a page including the above

Message

If you have any questions, please call
1-800-366-5004 - Box 8031

LARRY FLOWERS
A.V.M.

PRIVILEGED AND CONFIDENTIAL

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by telephone, and return the original message to us at the address below via the U.S. Postal Service. Thank you

From LARRY FLOWERS

Dgt/1000 A.V.M.

Re 800-366-5004

Re 610-873-6098

General Motors Corporation

Box 8031

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your division's Business Resource Group (BRG) to initiate the Process.

BUICK ☐
 CADILLAC ☐
 CHEVROLET ☒
 OLDSMOBILE ☐
 PONTIAC-GMC ☐

DATE: December 16, 1999
 DEALER NAME & CITY: Kerbeck Chev-Cad. Inc. BAC-113867
 DEALER CONTACT: George Kerbeck
 CUSTOMER NAME: Rosemarie & Ron Scribner
 CUSTOMER DAY PHONE NO.: 808-847-8888
 CAC CASE NO. (if available): 990562012 YAC #0052515

VEHICLE INFORMATION:

OLD VIN:

1	0	1	y	y	2	2	8	0	x	5	1	1	5	9	8
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

 CURRENT MILEAGE: 4558

NEW VIN:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☐ Lease Repurchase ☐

Reason for Repurchase: Electrical problems & steering locking—Recurring electrical problems setting steering lock on vehicle—requiring vehicle to be towed Mrs. Scribner lost confidence in vehicle and afraid to drive—Four occurrences

The DSM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRG to finalize with customer/dealer)

Taxes & Fees • Negative Equity • Over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: N/A

Upgrade/Downgrade: None

Aftermarket Items: Chrome exhaust tips—\$150.00—Include in repurchase

Lease Termination: N/A

Damage to Vehicle beyond normal wear and tear: None present on 12-16-99—Advised owner subject to inspection at turn-in

Special Instructions: Owner will do a trade /repurchase if vehicle available—Dealer will not hold vehicle in stock, however will do so if vehicle is still available at time transaction is concluded. If no vehicle is available customer will straight repurchase. Taxes to be returned in transaction

Recommended Disposition of Repurchased Vehicle:

Donate ☐ Auction ☒ NAO Recovery ☐ Scrap ☐ Other ☐ Explain:

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS
ARE RECEIVED BY THE DEALER FROM THE SRG.

Authorized: LARRY M. FLOWERS 1-800-356-5004-NB5031 12-16-99
(Print Name) VME Nade/Melbok Date

Deaton Bae 113867
Customer - Scribner

☒ Retail Vehicle Order
☐ New ☐ Used
☐ Demo ☐ Program-Fleet Rental

Cadillac-Oldsmobile-Chevrolet-Corvette-Rolls Royce-Ronley
New & Used Vehicles
430 N. Albany Avenue
Atlantic City, NJ 08401-1397
(609) 344-2100



Customer: [Redacted] Date: 1-27-99 Stock No. G9213
Address: [Redacted] ELL HARBOR, NJ 08034
Residence Phone: 609-446-5511 Business Phone: 609-446-5511 Salesperson: Rocky Bayard
D.L. No. 5144262100-52592 Doc. Rec. No. [Redacted] Date: 2-11-99
Please Enter My Order For One 1999 CHEVY Model: Corvete
Body Type: Coupe Color: WHITE Miles: 36 VIN: 1GKUYH122K0145115131010

Interior Trim: BLACK
Prior to delivery of the vehicle noted above, customer shall read one of the following and on advice dealership:

☒ Cash Purchase ☐ Finance Purchase ☐ Lease
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

To Be Delivered On or About:

Price of Unit	3734	-
Additional Equipment (options)	8389	-
DEST CHG	250	-
TRRP	715.00	-
OFF	2000	-
TRILE	395.00	-
Chassis Assembly	150	-

The Manufacturer's Warrantee
Shocks were adjusted
to my new car at 11/11/99
Time of Purchase 11/11/99

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNTS
Term: _____ Months
Mileage per Year: _____

CASH DUE AT DELIVERY
IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE	3734	-
Less Trade-In Allowance	1300	-
TOTAL PAYABLE AMOUNT	2434	-
State Sales Tax	159	-

Luxury Tax (if applicable) 815 00

Registration / Title Fee 111 00

Documentary Fee Carpal Limbs \$45.00
M.V. Messenger Service \$40.00

NET PAYABLE AMOUNT 85 00

IF A NEW VEHICLE SALE:

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and Customer hereby assumes any such risk. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE - CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and Customer hereby assumes any such risk.

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the Customer's own use. Customer must return vehicle to the selling dealer for any and all repairs at dealer responsibility. The obligation, before entering into this contract, has been informed of the dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

1 1

WRITER OF DEALER'S OBLIGATION

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the dealer for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Law (P.L. 1986, Chap. 375).

1 1

TRADE-IN DESCRIPTION

Year 98 Make Chevy Model Corvete Color WHITE

Serial No. 1GKUYH122K0145115131010 Mileage 39552

Trade-In Value 1300 Date of 11/27/99

P.06

DEA/or BAC 113867
[REDACTED] [REDACTED]

G 9213

pdh

TOTAL	41500.00	26759.27	PAID 310 36799.27
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT	31952.00		

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

NERBECK CADILLAC-PONTIAC-CHEVROLET
 REMIT TO ENAC ID. 020
 VIN 1B1YY2Z601515396
 6 36759.27 INV 10018442060
 DUE 12/22/95 DCGLTR 15-116



Service Satisfaction Survey

Rye Harbor Township NJ

Blackboard Blvd, Rye Harbor, NJ 08065

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

Home telephone: (609) 699-0000

Change to: _____

Dear Ms Rosemarie Scribner:

Our records indicate that you had your 1989 Corvette serviced at Kerbeck Chevrolet on November 1, 1988. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Kerbeck Chevrolet.

Sincerely,

Dawn L. Wright

Dawn L. Wright

Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 1989 Corvette, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON NOVEMBER 1, 1988, COMPLETE THIS SURVEY. **

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------|-------------------------------------------------------|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Requested <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Requested |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|-------------------------------------------------------|-------------------------------------|--------------------------|------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Requested <input type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | Yes <input checked="" type="checkbox"/> | No Time Promised <input type="checkbox"/> | | | |

1G1YY2200M518298 1B116

21842345229 00000113887 036218

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No

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

☐ Condition explained - repair not necessary

☒ Work performed did not correct the problem

☐ Service Department could not duplicate problem

☐ Service Department was too busy

☐ Parts not available

☐ I declined repair

☐ Other (please specify) SEE CLAIM # 84000

☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

14. Were you given a copy of the completed repair order/invoice?..... ☒ Yes ☐ No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☒ Yes ☐ No ☐ Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Karbunk Chevrolet?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

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

See Your Comment
Vehicle: FILE # 990582-012

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

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

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43680-4001

GM RESTRICTED

372792

CASE NUMBER: 05411242 VIN: 1G1YY22G0X5115625
 DATE OPENED: 08/28/01 MODEL YEAR: 99
 DATE CLOSED: 08/28/01 SERIES: CORVETTE COUPE
 SOURCE: YRS MILEAGE: 31000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NY
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] DIX HILLS NY [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05411242 VIN: 1G1YY22G0X5115625
 DATE OPENED: 2001-08-28 MODEL YEAR: 1999
 DATE CLOSED: 2001-08-28 SERIES: CORVETTE COUPE
 SOURCE: Phone MILEAGE: 31000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: PALANKER CHEVROLET-GEO
 DEALER ADDRESS: 670 MONTAUK HWY, WEST BABYLON, NY, 11704, USA

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

808 Loaner Vehicle Not Provided 0 REPAIR ATTEMPT(S)	Customer Satisfaction Loaner veh
A01 Open Campaign 0 REPAIR ATTEMPT(S)	Product Campaign Claim 01044
T19 Campaign Correction Required 0 REPAIR ATTEMPT(S)	Customer Satisfaction 01044
M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Vibration 01044

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\Plus1\Micros-1\Iexplore.exe

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372792

http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm}}

* Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/chronic repair.htm]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
1) Review warranty history on "VIN Profile" tab
2) Contact appropriate Service dealership to discuss
3) Determine if TAC was previously contacted or is now necessary
4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request
* Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase
Link RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/sbs customer requests vehicle
repurchase.htm]]
Vehicle repair request - Repair not done
*****WORK HISTORY*****

Cust states steering locked up. Veh was towed in for recall 01044 repair. Dealer told
cust to call back in 4 days and they will not provide loaner but will rent him a veh.
Cust seeks veh while his is being repaired. CRM unable to reach Svc Dept 631-422-3700.
CRM advised will research and call back before 6:30 ET at 631-666-1900 with info. Graylin
Woods/pdx/cac; 0; 367873694
2001-08-28

CRM spoke to Peter in Svc: Peter states will look at veh tomorrow morning and will most
likely have it ready tomorrow. If for any reason veh cannot be repaired cust will get a
rental under terms of warranty. Cust unavail. Will try later. Graylin Woods/pdx/cac; 0;
367886061
2001-08-28

CRM advised cust that veh will be ready tomorrow or cust will get rental. Graylin
Woods/pdx/cac; 0; 367888099

*****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:

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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*****

372792

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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3918273	VIN Number:	1G1YY22G0X5115835	
Date Opened:	5/8/2000	Model Year:	1999	
Date Closed:	6/6/2000	Series:	Corvette	
Dealer Code:	B24034	Mileage:	14850	
Address:	BEST CHEVROLET, INC. KENNER	L	State:	LA
Dealer Phone:				

SYMPTOM ABSTRACT— LOCK STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- LOCK, STEERING COLUMN ELEC. PARK - RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/08/2000 16:36:02 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

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

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

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

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

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

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

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

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

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

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

05/08/2000 16:36:02 HISTORY - HAJJ

CUSTOMER STS COLUMN LOCKED .

DLR STS HAS COLUMN LOCKED LAMP ON AND HAS LOCKED COLUMN , DLR HAS METERED VOLTAGE FROM BCM TO MOTOR AND COLUMN LOCK STILL INOP. DLR LOOKING FOR

INFO . DLR HAS HAD SEVERAL UNITS WITH THIS CONDITION. DLR STS UNIT BUILD
DATE IS 12-98.

ADVISED DLR WILL FLAG CASE AS PRODUCT REPORT .DLR WILL REPLACE COLUMN
LOCK MOTOR. HAJJ 40772

GM RESTRICTED

CASE NUMBER: 06740846 VIN: 1G1YY22G0X5116080
 DATE OPENED: 04/18/02 MODEL YEAR: 1999
 DATE CLOSED: 04/18/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 33860
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] FRANKLIN, TN [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06740846 VIN: 1G1YY22G0X5116080
 MODEL YEAR: 1999
 DATE OPENED: 2002-04-18 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-04-18 MILEAGE: 33860
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: WALKER CHEVROLET-OLDSMOBILE INC
 SRC PARENT: DEALER ADDRESS: 4210 S CAROTHERS RD., FRANKLIN, TN, 37067, USA

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

T19 Campaign Correction Required Other
 0 REPAIR ATTEMPT(S) IGNITION LOCK

Service delayed at dealership

CRM ACTIONS:

CRM to advise customer, "There are times that unforeseen delays occur at a dealership and we do apologize for any inconvenience you may have experienced. I have documented your concerns and these are helpful as they are reviewed periodically by both GM and your local dealership. Thank you for your comments." NOTE TO CRM: If needed, please contact the Service Manager at the customer's dealership and advise of customer concern.
 Service delayed at dealership

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

CUST STATES PUR VEH USED, VEH IS EXPERIENCING STEERING LOCK, AND VEH HAS TO BE TOWED, CUST IS NOT HAPPY THAT HE TO PAY FOR RENTAL, CUST WANTS TO HAVE STEERING COLUMN REPAIRED THROUGH RECALL, CRM PROVIDED CUST WITH RECALL NUMBER VEH WILL BE PICKED UP TOMORROW BY DLR TO HAVE RECALL INSTALLED MARTINEZ/CRM/TPA; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

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

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3224569	VIN Number:	1G1YY22G0X5116080
Date Opened:	5/17/1999	Model Year:	1999
Date Closed:	5/21/1999	Series:	Corvette
Dealer Code:	B07222	Mileage:	1544
Address:	FORREST CHEV-OLDS-CACLEBURNE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - REPROGRAM

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/17/1999 11:02:05 SBD TEMPLATE - WROBEL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

05/17/1999 11:02:05 HISTORY - WROBEL

DLR STATES THE STEERING COLUMN LOCK ACTUATOR WAS NOT RELEASING DLR DISCONNECTED FUSE FOR 5 MINUTES WORKS FINE AT THIS TIME.

DLR STATES THEY FOLLOW THE PROCEDURE FOR STEERING COLUMN LOCK MALFUNCTION, EVERYTHING CHECKS OUT OK

ADVISED DLR TO DUPLICATE CONDITION AGAIN ADVISED DLR TO DISCONNECT
CONNECTORS AND CHECK TERMINAL TENSION, CONDITION MAY BE CAUSED BY THE BCM
OR THE LOCK CONTROL MOTOR.

06/21/1999 18:02:47 HALLER

- VME CLOSING REST LOCK ASSY.

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

WESTLAND, MI

CASE NUMBER: 04355927 VIN: 1G1YY22G0X5117214
MODEL YEAR: 1999
DATE OPENED: 2001-05-29 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-01 MILEAGE: 7000
SOURCE: Mail DELIVERY DATE:
ERC TYPE: No DEALER NAME: TENDYSON CHEVROLET INC
ERC PARENT: DEALER ADDRESS: 32570 PLYMOUTH RD, LIVONIA, MI, 48150, USA

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

T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SERVICE
N01 Electrical General	Other
0 REPAIR ATTEMPT(S)	TOO MANY PROBLEMS STATED
N15 Headlamp Wiring/Switch	Inoperative
1 REPAIR ATTEMPT(S)	INOPERATIVE
M01 Steering General	Other
1 REPAIR ATTEMPT(S)	LOCKED
C14 Seat Lumbar	Other
1 REPAIR ATTEMPT(S)	WORKS ONLY 2/3 OF THE TIME
C07 Window	Other
1 REPAIR ATTEMPT(S)	BROKEN

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe http://carsweb\wabknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corpoi nt.html]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

5-29 CUST HAS NO PREVIOUS REQUESTS OR CAMPAIGNS. MSXVIN. CUST STATES THAT HE IS NOT SATISFIED W/DEALER OR VEH. CUST ALSO STATES THAT THE VEH HAS TOO MANY PROBLEMS ALL ELECTRICAL, FOR A FLAGSHIP VEH. CRM UNABLE TO CONTACT CUST DUE TO TIME. CRM WILL CALL CUST 5-30 B/T 6-8 PM CT. ANNE SHREVE/CORR/ATX/CARS.; 0; 360040119
2001-05-30

5-30 CRM CONTACTED CUST IN REGARDS TO THE CONCERNS W/VEH CUST STATES THAT HE HAS HAD PROBLEMS W/ TIRE PRESSURE MONITOR, COMPUTER, DRIVER'S DOOR WINDOW, SPEAKER ON DRIVER'S SIDE, STEERING LOCKING UP, HEADLIGHTS GOING OUT, AND THE AUTO SEAT POSITIONER ONLYWORKS 2/3 OF THE TIME. CUST STATES EVERYTHING IS WORKING CORRECTLY FOR NOW EXCEPT THEY CHANGED THE SEATBELT RETRACTOR THAT DOES NOT SEEM TO WORK VERY WELL AND THE SEAT POSITIONING STILL ONLY WORKS 2/3 OF THE TIME. CRM INFORMED CUST THAT CRM WOULD CONTACT SERV DEPT TO FIND OUT MORE INFO ON THIS SITUATION AND THEN CALL CUST AGAIN 6-1 B/T 6-8 PM CT. ANNE SHREVE/CORR/ATX/CARS.; 0; 360122271
2001-05-30

5-30 CRM CONT CUST ALSO STATES THAT HE IS PUTTING THE VEH UP FOR SALE BECAUSE OF ALL THE PROBLEMS HE IS HAVING W/IT. ANNE SHREVE/CORR/ATX/CARS.; 0; 360122643
2001-05-31

5-31 CRM CONTACTED SERV MNGR-CHRIS BREWIF IN REGARDS TO CUST CONCERNS. AT FIRST SERV MNGR DID NOT REMEMBER CUST, THEN HE DID. SERV MNGR STSTAES HE DOES NOT THINK CUST HAS HAD TOO MANY CONCERNS TO ASSIST W/GOODWILL. CRM THINKS DIFFRENTLY AND NOTIFIED WILLIAMS-GOODWILL LIASON. CUST VEH IS A 99 CORVETTE W/7000 MILES. MANY RELATED REPAIRS, UNDER WARRANTY. HE IS ORIGINAL OWNER, A OM DEALERSHIP HAS DIAGNOSED THE VEH, THERE IS NO EVIDENCE OF ABUSE OR MISUSE, THE CUST COULD NOT HAVE PREVENTED THIS, NO PREVIOUS GOODWILL, HAS NOT HAD TO PAY FOR ANY OTHER REPAIRS OUTSIDE OF WARRANTY, NOT RELATED TO AGE OR MILEAGE. THERE ARE STILL 2 CONCERNS W/VEH, CRM WILL CONTACT CUST RIGHT NOW ABOUT TAKING BACK TO DEALER FOR REPAIRS. CRM HAS DISCUSSED W/WILLIAMS-GOODWILL LIASON THAT A CUSTOM GMPP WOULD BE IN ORDER->>>>>HAS NOT BEEN DONE YET, DON'T MENTION>>>>>CRM WILL FORWARD THIS REQUEST TO WILLIAMS FOR FURTHER INPUT. ANNE SHREVE/CORR/ATX/CARS.; 0; 360209343
2001-05-31

5-31 CRM ATTEMPTED TO OFFER CUST THE GMPP CUSTOM-PER WILLIAMS, DUE TO CUST REPEATED SERV CONCERNS AND WARRANTY FIXING TO GO OUT. CUST DECLINED THE GMPP CUSTOM, CUST STATED THAT HE EITHER HAS A LEMON OF A VEH OR A POORLY ENGINEERED ONE AND EITHER WAY HEDONS NOT WANT THE VEH ANYMORE, HE WILL SELL IT. CRM WILL CLOSE THIS REQUEST. ANNE SHREVE/CORR/ATX/CARS.; 0; 360210403

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
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:

*****ADJ INFORMATION*****

RESOLUTION BOUGHT:

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

CONTACT PHONE:

043559 27



Service Satisfaction Survey

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

Wentland MI

Home telephone: [REDACTED]
 Charge to: ()

Change to: ()

Dear Mr. Ethel Holmstrom:

Our records indicate that you had your 1988 Corvette serviced at Tanyuan Chevrolet on April 4, 1991. 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 effect our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Terryson Chevrolet.

Security

Dustin L. Wright
Director - Cust

Abstract

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

☐ Please check this box if you no longer own/lease this 1999 Corvette, and return the registration.

* PLEASE HAVE THE DRIVER SIGN THE VEHICLE RELEASE AFTER 4:30PM

About Your Chevrolet Dealer's Service

1. How satisfied were you with the convenience of the Service Department's hours?.....

Completely satisfied	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Were services available to you on both an appointment and a walk-in basis?

1994	1995	1996	1997
1	1	1	1

- 2 When arriving for service, were you greeted promptly?

■ □ □

4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?.....

Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

About Your Service Consultant/Advisor

5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ...

Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Completely Dissatisfied
1	2	3	4	5

6. Were you offered transportation options?.....

Year	Rate	95% CI	95% CI
1990	1.0	0.8	1.2
1991	1.0	0.8	1.2
1992	1.0	0.8	1.2
1993	1.0	0.8	1.2
1994	1.0	0.8	1.2
1995	1.0	0.8	1.2
1996	1.0	0.8	1.2
1997	1.0	0.8	1.2
1998	1.0	0.8	1.2
1999	1.0	0.8	1.2
2000	1.0	0.8	1.2
2001	1.0	0.8	1.2
2002	1.0	0.8	1.2
2003	1.0	0.8	1.2
2004	1.0	0.8	1.2
2005	1.0	0.8	1.2
2006	1.0	0.8	1.2
2007	1.0	0.8	1.2
2008	1.0	0.8	1.2
2009	1.0	0.8	1.2
2010	1.0	0.8	1.2
2011	1.0	0.8	1.2
2012	1.0	0.8	1.2
2013	1.0	0.8	1.2
2014	1.0	0.8	1.2
2015	1.0	0.8	1.2
2016	1.0	0.8	1.2
2017	1.0	0.8	1.2
2018	1.0	0.8	1.2
2019	1.0	0.8	1.2
2020	1.0	0.8	1.2

7. How satisfied were you that you were kept informed about the status of your service request?

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Was your vehicle ready by the original time promised?

704	705	706
707	708	709

101YY220003117214 44572

21114410323 00000115112 046030

050

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Tomsyean Chevrolet? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☐ Definitely Would ☐ Probably Would ☐ Might/Might Not ☒ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1999 Corvette? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
19. Do you have any comments/recommendations about your Dealership? _____

Vehicle: Ford too many problems, all electrical, Ford is BARGAINER
Vehicle 2

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-822-1820

Please return this questionnaire in the self-addressed, postage-paid envelope provided.
 CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLSON, OH 43088-0000

181Y228006117214 44472
 21114410328 2610918724 048030

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3299788	VIN Number:	1G1YY22G0X5119691
Date Opened:	6/25/1999	Model Year:	1999
Date Closed:	7/28/1999	Series:	Corvette
Dealer Code:	B32663	Mileage:	6313
Address:	TOM CHEVROLET-HYUNDANORWOOD	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN IS LOCKED /NO CODES SET

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/25/1999 09:41:30 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

06/25/1999 09:41:30 HISTORY - ROAT

CUST STATES COLUMN LOCKED ,UNABLE TO UNLOCK, HAS REMOVED BATTERY CABLE.

TECH HAS INSPECTED, WHEN CAR CAME IN SHOP COLUMN WAS OPERATING OK. TECH
LOOKING FOR ANY INFO.NO CODES SET.

ADVISED TECH PER LOTUS NOTES DATA , TO INSPECT G202, INSPECT COLUMN RELAY
AND CONNECTIONS AT BCM, IF OK REPLACE COLUMN LOCK ACTUATOR.

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

AURORA , IL

CASE NUMBER: 06001388 VIN: 1G1YY2ZGUX5122137
MODEL YEAR: 1999
DATE OPENED: 2001-12-07 SERIES: UNKNOWN
DATE CLOSED: 2002-01-11 MILEAGE: 21000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JENNINGS CHEV INC
BRC PARENT: DEALER ADDRESS: 241 Waukegan Rd, , GLENVIEW, IL, 60025, USA

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

A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) corres

M01 Steering General Other
3 REPAIR ATTEMPT(S) steering wheel lock up

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill
1 REPAIR ATTEMPT(S) CUST INCONVENIENCED

T44 Maintenance Certificate (Oil Change) Customer Satisfaction
1 REPAIR ATTEMPT(S) LOF

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_Corepoi nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

corres

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

Cust (13 year old) sent in corres stating her dad purchased a Corvette 1/2001 from Bill Jacobs in Joliet IL. Cust states the steering wheel locked up 3 times. Crm to call cust. Carol Talley/CAC/TPA; 0; 99999
2001-12-11

CRM CALLED BRITTANY AND THANKED HER FOR SENDING IN CORRES. CRM LEFT MSG FOR HER FATHER TO CONTACT CAC. CAROL TALLEY/CAC/TPA; 0; 376959129
2001-12-13

Crm called cust and left msg. This is 2nd msg left for cust. Crm to send letter to cust. Carol Talley/CAC/TPA; 0; 377137203
2001-12-13

AUDITOR APPROVING LETTER.

****REGINA SKELTON/LETTER AUDITOR/TAMPA; 0; 377153749
2002-01-02

CUST STATED HE WAS CALLING IN REG TO LETTER SENT BY GM. CUST STATES THAT VEHICLE WAS REPAIRED BUT HE RECEIVED POOR SVC AND NOT SAT WITH PRODUCT. CRM APOLOGIZED AND WITH TM APPROVAL OFFERED LOF CUST ACCEPTED. CUST HAT CRM SUSPENDING FILE. GUADALUPECASTILLO/CA/CATX; 0; 378853410
2002-01-07

CRM VERIFIED ADDRESS. GUADALUPECASTILLO/CAC/ATX; 0; 379281080
2002-01-10

LIAISON HAS REVIEWED REQUEST AND NOTES REPAIR AND CUSTOMER'S CONCERN IS NOT CLEARLY DOCUMENTED. CRM HAS CLARIFIED THAT CUSTOMER STATED HE WAS UPSET BECAUSE HE HAD TO GO TO DLRSH 3X IN ORDER TO HAVE CONCERN WITH HIS STEERING WHEEL LOCKING UP. CUSTOMER STATES CONCERN IS NOW RESOLVED AND IS HAPPY WITH PRODUCT. VIN PROFILE SHOWS STEERING WHEEL LOCK REPLACED ON 10/99 AT 8050 MILES. IT IS NOTED THAT DLRSH HAS NOT BEEN CONTACTED IN REGARDS TO REPAIR ATTEMPTS. CRM HAS BEEN ADVISED OF IMPORTANCE OF DLRSH CONTACT FOR FUTURE HANDLING OF FILES AND DUE TO COMMITMENT MADE LIAISON IS FORWARDING REQUEST. SONYA ALDRICH/TX/LIAISON; 0; 379547982
2002-01-10

liaison forwarding request*****LOF CERTIFICATE HAS BEEN CHANGED TO RICHARD, AS BRITTANY IS HIS 11 YEAR OLD DAUGHTER WHO ORIGINALLY WROTE THE LETTER. SHE IS NOT THE OWNER OF THIS VEHICLE.*****SONYA ALDRICH/TX/LIAISON; 0; 379548663
2002-01-11

LIAISON IS SUBMITTING REQUEST. SONYA ALDRICH/TX/LIAISON; 0; 379606967
2002-01-11

LIAISON REVIEWED THE REQUEST FOR ONE COMPLIMENTARY OIL CHANGE DUE TO CUST HAVING TO MAKE MULTIPLE TRIPS TO THE DLR...LIAISON WILL GRANT FINAL APPROVAL....CLOSING REQUEST SATISFIED....PERCY EDWARDS/ATX/GWL; 0; 379612013

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
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:	4 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

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

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

Aurora, IL



RECEIVED
DEC 6 2001
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

48232+3170



0600/300

[REDACTED]
Aurora, Illinois [REDACTED]

November 21, 2001

Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170

Dear Chevrolet:

My name is [REDACTED] I am currently a seventh grade student at [REDACTED] School in Aurora, Illinois. Thank you in advance for taking the time to read my letter.

I'm writing about one of your cars. The C-5 model, or commonly known as your corvette t-top 2001 model is the product that Chevrolet makes that I am telling my experience about. I am very satisfied with this car. It is very fast going up to 200 miles an hour and is a very cool car. Even though the tires are expensive, (back wheels around 500 dollars each and front wheels like 400 dollars each), this car is still cool. All your corvette products such as your car accessories and your magazines are also cool, but some of the stuff is expensive.

I heard about your Corvette from my friend a few years ago when we were talking about cars. He said his favorite car was a corvette. He had told me how fast it went and how advanced they are. I had also heard about your corvettes from my dad, who had a dream to own a corvette since he was a kid around my age too. January 2001, my dad had purchased a corvette from the Chevrolet car dealer, Bill Jacobs in Joliet. He had picked the new red color, the one with a maroon color to it as his car color. My friend and I were so happy my dad had gotten this car, but there were only two seats.

The main reason I am sending this letter is because some of the 2001 corvettes had defects, the steering wheel was locking up. So about 3 times my dad had to pay to get his car checked out. Even though I really like this product, I think your industry could have been more careful while assembling your cars. If my dad did not get his Corvette checked out and his steering wheel did lock up my dad could have been injured..

Sincerely,

[REDACTED]

December 13, 2001

[REDACTED]
Aurora, IL [REDACTED]

Request: C06001388

Dear [REDACTED]

Thank you for your recent comments regarding our 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,

Carol Talley
Customer Relationship Manager

SU0003-T/rts

January 11, 2002

[REDACTED]
Aurora, IL [REDACTED]

Request: C06001388

Dear [REDACTED]

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

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change, which includes an oil filter for your General Motors vehicle. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Guadalupe Castillo
Customer Relationship Manager

RS0015-A/sja

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Claim must be submitted with a "G" authorization code. This original letter should be retained in the customer's file.

GM RESTRICTED

CASE NUMBER: 06745895 VIN: 1G1YY22G0X5122140
 DATE OPENED: 04/19/02 MODEL YEAR: 1999
 DATE CLOSED: 04/19/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 27000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] REDFORD , MI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06745895 VIN: 1G1YY22G0X5122140
 MODEL YEAR: 1999
 DATE OPENED: 2002-04-19 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-04-19 MILEAGE: 27000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: HAMILTON CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 7982 STATE RTE 7,, PROCTORVILLE, OH, 45669, USA

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

A01 Open Campaign Customer Satisfaction
 0 REPAIR ATTEMPT(S) 0034

C31 Supplemental Inflatable Restrain (SIR) - Driver
 Other
 0 REPAIR ATTEMPT(S) CAMPAIGN RELATED 0034

A01 Open Campaign Customer Satisfaction
 0 REPAIR ATTEMPT(S) 1044

M01 Steering General Other
 0 REPAIR ATTEMPT(S) CAMPAIGN RELATED 1044

A07 Referred to Dealer Customer Satisfaction
 0 REPAIR ATTEMPT(S) REFERRED FOR DIAG

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\explore.exe http:\\carsweb\webknowledge]]. Click the Product

GM RESTRICTED

Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN

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

http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Core
point.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

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

Vehicle operation or design

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

CUST STATES HI STEERING IS LOCKED. CUST STATES HIS VEHICLE WILL RUN BUT HE CAN NOT DRIVE IT.

CUST SEEKS TO KNOW WHAT IS WRONG WITH HIS VEH. CRM ADV CUST TO HAVE VEH DIAG BY GM DEALER. CRM CONFRENCED CUST AND SVC ADV LORE LERY TO SET APPT. CRM ADV CUSTAND SVC DEPT THAT THERE ARE 2 OPEN CAMPAIGNS ON VEH. CRM ADV CUST THAT I WILL WARM TRANSFERED CUST TO ROADSIDE W/ AGENT MARIE FOR TOW THE NEAREST GM DEALERSHIP. CRM ADV CUST THAT TOW WILL BE COVERED UNDER WARRANTY IF REPAIR IS RELATED TO WARRANTY ON VEH. SVC ADV STATES THIS REPAIR IS COVERED TO CRM . CRM IS CLOSING REQUEST SATISFIED. T

TERI RICHARDSON/CAC/PDX; 0; 388096285

2002-04-19

CUST STATES HE IS 2ND OWNER OF VEH PURCHASED FROM A PRIVATE PARTY. CRM CLOSING FILE SATISFIED . TERI RICHARDSON/CAC/PDX; 0; 388096453

*****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:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:CLINTON TOWNSHIP
MI

HOME PHONE:

CASE NUMBER: 05164369 VIN: 1G1YY22G0X5124227
MODEL YEAR: 1999
DATE OPENED: 2001-08-02 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-12-05 MILEAGE: 42114
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SADLER MOTORS INC
BRC PARENT: DEALER ADDRESS: 3055 MACKINAW TRL, SAULT SAINT
MARIE, MI, 49783, USA

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

M01 Steering General Inoperative
1 REPAIR ATTEMPT(S) STEERING WHEEL LOCKED UP, CAMPAIGN 01044

A01 Open Campaign Product Campaign Claim
0 REPAIR ATTEMPT(S) CAMPAIGN 01044

S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) REIMBURSEMENT FOR REPAIRS

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) REIMBURSEMENT

Request for Reimbursement

CRM INSTRUCTIONS:

* Please check to see if vehicle is covered under a: warranty, recall campaign, or special policy.
* Encourage caller to see their dealer for reimbursement.

- * If caller is not satisfied document the problem.
- * If it is decided that a reimbursement is necessary:
- * Select the Additional Information tab
- * Document Complaint information
- * Select REIMBURSEMENT and follow the reimbursement process.

Request for Reimbursement

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

WHITE MAIL:

CUST STATES RECEIVED RECALL NOTICE (01044) AFTER CONCERN W/ VEH. CUST STATES ON JUL 12, 2001, CUST EXPERIENCED PROBLEM W/ STEERING WHEEL LOCKING UP WHILE VEH WAS STILL IN PARKED POSITION. CUST STATES HAD TO PAY SERVICING FEE \$88.28, AND TOWING CHARGE OF \$65.00. CUST SEEKS REIMBURSEMENT FOR REPAIRS DONE TO VEH DUE TO REPAIRS DONE BEFORE RECALL NOTICE WAS RECEIVED.

CRM CALLED DLR AND SPOKE W/ SVC MGR (BURT JONES). SVC MGR STATES THAT CUST WAS JUST IN TOWN FOR BUSINESS AND EXPERIENCED CONCERN. SVC MGR STATES THAT CUST CAN BRING VEH BACK INTO SERVICING DLR FOR REIMBURSEMENT. SVC MGR STATES THAT IT WOULD BE EASIER THAT WAY.

CRM ATTEMPTED TO CALL CUST. PHONE LINE RECORDING STATED "ALL CIRCUITS ARE CURRENTLY BUSY."
CRM WILL ATTEMPT FIRST CALL TO CUST AGAIN ON 03JUL01. FRANCISCO BAYLON COR/TAMPA; 0, 99999

2001-08-03

CRM ATTEMPTED TO CALL CUST AGAIN. CRM GOT SAME MSG "ALL CIRCUITS ARE CURRENTLY BUSY, PLEASE TRY AGAIN LATER." CRM SEARCHED 411.COM TO VERIFY CUST PHONE NUMBER. NO PHONE NUMBER MATCHED UP ON 411.COM. CRM WILL TRY AGAIN ON 07AUG01. NEXT CRM WHO TAKESCALL, TAKES OWNERSHIP, PER OWNERSHIP GUIDELINES. FRANCISCO BAYLON/COR/TAMPA; 0; 365709431
2001-08-06

CRM ATTEMPTED TO CALL CUST AGAIN. CRM GOT SAME ANSWER OF "ALL CIRCUITS ARE BUSY NOW, PLEASE TRY YOUR CALL AGAIN LATER." CRM REVIEWED FILE. CRM MADE 3 CALL ATTEMPTS. CRM SENDING LETTER. NEXT CRM WHO TAKES CALL, TAKES OWNERSHIP PER OWNERSHIP GUIDELINES. FRANCISCO BAYLON/COR/IRC/TAMPA; 0; 365976468
2001-08-06

Letter approved.
Jessica Tate/Tampa/Goodwill Liaison; 0; 365993349
2001-08-17

CUST STATES TO SPEAK TO PREVIOUS CRM BAYLON AND WOULD LIKE FOR HIM TO CONTACT AT 810-493-4430....DIANNA ROUTT-ATX CRM; 0; 366905140
2001-08-24

CUST IS SENDING IN RST OF DOC'S FOR REIM FOR CAMPAIGN WORK PERFORMED. AT LOCAL DLR/BHP CUST IS SENDING IN DOC'S FOR PROOF OF PAYMENT AND PROOF OF OWNERSHIP. KEVIN GENTRY/ATX/COOR; 0; 367513152
2001-10-09

WHITE MAIL CORRESPONDENCE RECEIVED

CRM ATTACHING DOCS TO THIS REQ. #05164369 & FORWARDING BACK TO PREVIOUS CRM GENTRY WHO LAST ASSISTED CUST & DOCUMENTED THAT CUST WAS SENDING IN & SUBMITTING THESE DOCS
+++++ CRM JOANIE MARTIN/CARS TAMPA/CORR TEAM; 0; 371487775
2001-11-09

cust cb seeking status of reimb. crm reviewed file and noticed that cust has sent in copies of RO and tow bill. crm inquired if cust has originals. cust states he is not sure and will look. crm advised cust will cb Monday to see if cust has located docs. cust requests cb after 2:00 pm et at [REDACTED]
Tricia Williams/CARS/TPA; 0; 374192670
2001-11-12

cr attempted to cb cust, unavail. crm l/m for cust to either call cac to update file as to if docs were located or advised cust that crm will cb cust tomorrow.
Tricia Williams/CARS/TPA; 0; 374450571
2001-11-12

CUST CALLED IN SEEKING UPDATE OF REIM, WHICH HE IS SEEKING. CRM READ WORK HISTORY AND ADVISED CUST THAT TO CONSIDER CUST REIM WE WOULD NEED ORIGINAL RO AND TOW BILL. CUST INQUIRED ABOUT WHAT HE SHOULD DO IF THE ORIGINALS WERE TO BE LOST IN THE MAIL CRM ADVISED TO MAIL CERTIFIED. CUST UNDERSTOOD AND AGREED. CUST STATED HE WOULD SEND IN REQUIRED DOCS. CRM FORWARDING FILE BACK TO CRM TRICIA WILLIAMS FOR FILE UPDATE. REQ CLOSED SATISFIED.
JEFF GORE/CAC/PDX; 0; 374451458
2001-11-12

crm reviewed notes and will suspend file awaiting docs.
Tricia Williams/CARS/TPA; 0; 374453122
2001-11-21

crm checked no docs received.
Tricia Williams/CARS/TPA; 0; 375215642
2001-11-27

CORR RECEIVED. CRM ATTACHING REQUESTED DOCS. YVES ETIENNE/CORR/TAMPA; 0; 375713876

2001-11-27

crm received docs: original RO, proof of payment (credit card receipt), proof of ownership (copy of title). crm reimb cust for campaign 01044. crm reimb cust for repair and tow charge per over the shoulder approval from TM, Rich Griffin. cust has had campaign corrected at Chev dlr.

Reimb breakdown:

Dlr repair:

Labor: \$82.50

Misc charge: \$5.78

Total: \$88.28

Towing:

Labor: \$65.00

Total: \$65.00

Total Reimb for Campaign 01044: \$153.28

crm attempted to contact cust to notify of reimb amount, cust was unavail. crm l/m on vma that crm was calling to verify reimb amount and acceptance and for cust to call cac to doc. if cust calls please doc acceptance and satisfaction. Thank You.

Tricia Williams/CARS/TPA; 0; 375757713

2001-11-28

CUST CALL STATES HE IS SEEKING TO KNOW IF HE IS GOING TO BE REIMB CRM NOTED THERE WAS A CALL PUT TO CUST TO GET ACCEPTANCE OF \$153.28 CUST HAS ACCEPTED THIS AMOUNT AND CRM VERIFIED THE ADDRESS MILEAGE AND SPELLING OF NAME NANCYQUADECACPOX; 0; 375810463

2001-11-28

crm received docs: original RO, proof of payment (credit card receipt), proof of ownership (copy of title). crm reimb cust for campaign 01044. crm reimb cust for repair and tow charge per over the shoulder approval from TM, Rich Griffin. cust has had campaign corrected at Chev dlr.

Reimb breakdown:

Dlr repair:

Labor: \$82.50

Misc charge: \$5.78

Total: \$88.28

Towing:

Labor: \$65.00

Total: \$65.00

Total Reimb for Campaign 01044: \$153.28

cust has accepted reimb and is satisfied.

crm forwarding to goodwill for procesing.

Tricia Williams/CARS/Tpa; 0; 375816242

2001-11-28

PRE-APPROVING \$153.28 REIMBURSEMENT. VIN SEARCHED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 375828359

2001-11-28

final approval by fran dukes/goodwill liaison/tpa-no other request found through vin search.; 0; 375840307

2001-12-05

CHECK# 900489609

FOR AMOUNT \$ 153.28

MAILED ON (11/30/01)

Edward J. Brown II/Goodwill/Tampa; 0; 376441239

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

[REDACTED]
Curtis Twg [REDACTED]



PERMIT
3184032

U.S. POSTAGE

8-01-01P01:15 RCVD

Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
PO Box 100
Detroit MI 48205-1000

05164369

[REDACTED]
Clinton Twp., MI [REDACTED]
[REDACTED]

July 25, 2001

Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, Michigan 48265-1000

RE: Corvette Recall CO1044

Dear Chevrolet Motor Division:

Unfortunately, I received your recall notice after the event which is described in your notice occurred. On 12 July 2001, while I was scheduled to meet with clients at War Memorial Hospital, my Chevrolet Corvette experienced the phenomena of steering column lock while I was still parked in the parking lot of the Offway Hotel. In addition to the servicing fee which was incurred in repairing the car, I lost five hours of my own time in securing the appropriate vehicle transportation service that could lift the Corvette and bring it to Saddler Motors. That towing charge was an additional \$85.00. My Corvette is now being serviced under the recall notice at James Chevrolet in Mt. Clemens.

I would appreciate it if you would reimburse me for the \$88.28 incurred in repairing the problem which did occur as well as reimbursing me \$85.00 for the towing charge.

Very truly yours,

[REDACTED]

195340

SADLER MOTORS

CHEVROLET • FORD • OLDSMOBILE • BUICK • CADILLAC • GMC TRUCK

INVOICE

3055 MACEDONIA TRAIL
SAULT STE. MARIE, MICHIGAN 49783
LOCAL 906-522-2244 WATTS 906-562-4964

PAGE 1

635-4469

SERVICE ADVISOR: 1039 LISA CRYDERMAN

VIN	LICENSE	RELEASE IN/OUT	T
RVETTE	1G1YY22G0K5124227	42114/42114	
PROMISED	PO NO.	RATE	PAYMENT
		55.00	CASH
OPTIONS: ENG:5.7_Liter_V8_MFI		12JUL2001	
1		LIST	NET

CHECK

27.50 27.50

55.00 55.00

DISFUNCTION DISPLAY I N IPC CHECKED FOR BLOWN
 FOUND. CHECKED FOR BULLETIN NONE FOUND. CLE
 ENG #23 FOR 15 SEC.

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

5.78

<p>VEHICLE SERVICE CONTRACT</p> <p>I hereby authorize the repair work shown on this invoice to be done on my vehicle. I agree that the repair work will be done in a timely manner and that the repair work will be done in a satisfactory manner. I agree that the repair work will be done in a timely manner and that the repair work will be done in a satisfactory manner. I agree that the repair work will be done in a timely manner and that the repair work will be done in a satisfactory manner.</p>				<p>SUPPLIES: A token charge is included for supplies used on your vehicle. Applicable supply items are: fuel, oil, washers, soap, grease, shampoos, solvents, rags, cardboard boxes, towels, paper, battery charger, etc. (various other items).</p>		<p>DESCRIPTION</p>		<p>TOTALS</p>	
<p>ORIGINAL ESTIMATE</p>				<p>ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE</p>		<p>LABOR AMOUNT</p>		<p>82.50</p>	
<p>PARTS</p>				<p>ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE</p>		<p>PARTS AMOUNT</p>		<p>0.00</p>	
<p>LABOR</p>				<p>WE REQUEST AMERICAN EXPRESS, DISCOVER, OR DISCOVER CARD, CARTE BLANCHE, MASTERCARD, VISA</p>		<p>GAS, OIL, LUBE</p>		<p>0.00</p>	
<p>TOTAL</p>				<p>PLEASE PAY</p>		<p>BULLET AMOUNT</p>		<p>0.00</p>	
<p>DATE</p>				<p>DATE</p>		<p>MISC. CHARGES</p>		<p>5.78</p>	
<p>TIME</p>				<p>TIME</p>		<p>TOTAL CHARGES</p>		<p>88.28</p>	
<p>DATE</p>				<p>DATE</p>		<p>LEASE ADJUSTMENT</p>		<p>0.00</p>	
<p>TIME</p>				<p>TIME</p>		<p>SALES TAX</p>		<p>0.00</p>	
<p>DATE</p>				<p>DATE</p>		<p>SALES TAX</p>		<p>0.00</p>	
<p>TIME</p>				<p>TIME</p>		<p>SALES TAX</p>		<p>0.00</p>	

REPAIRS, MAINTENANCE AND TOWING

2415 W. 3rd St. Rd.
SAINT STE. MARIE, MN 56783
(208) 625-5725

Road Service

[illegible]

2287

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.

Thank You

Abstract

Copy

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48205-1000



C01044
July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.

August 6, 2001

[REDACTED]
Clinton Township, MI [REDACTED]

Request: C05164369

Dear [REDACTED]

Thank you for your recent comments regarding your 1999 Chevrolet Corvette. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Francisco Baylon
Customer Relationship Manager

SU0003-T/jt

KITCH DRUTCHAS WAGNER DENARDIS & VALITUTTI
ATTORNEYS AND COUNSELORS
10 E. MAIN STREET, SUITE 307
MT. CLEMENS, MICHIGAN 48043-7905

10-05-01P01:33 RCVD

FRANCISCO BAYLON
CUSTOMER RELATIONSHIP MANAGER
CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232-5170



48232-5170 

[REDACTED]

October 1, 2001

Francisco Baylon
Customer Relationship Manager
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

RE: Claim No. CO5164369

Dear Mr. Baylon:

Enclosed herewith is a copy of a current registration and the certificate of title to my corvette.

With the transmission of these documents, you should have all the documents you need to complete processing of my claim.

If you should have any questions, please call me at 810-493-4430.

Sincerely,

[REDACTED]

STATE OF MICHIGAN

CERTIFICATE OF TITLE

YEAR MAKE MODEL VEHICLE IDENTIFICATION NUMBER
 1999 CHEVROLET CORVETTE 1G1YY22G0X5124227
 BODY STYLE WEIGHT-FEE CATEGORY ODOMETER ISSUE DATE TITLE NUMBER
 TWO DOOR 38685 000005 04/07/1999 151K0960131 A
 ACTUAL MILEAGE

OWNER'S NAME AND ADDRESS

CLINTON TOWNSHIP MI



NO SECURED INTEREST ON RECORD

Title Assignment by Seller

State and federal laws require the seller to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

Completed by Seller	I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser and is free of all previous liens.		
	Printed Name of Purchaser(s)	Date of Sale	Selling Price
	Purchaser's Street Address	City	State Zip
	I warrant that the odometer reading is: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> and that to the best of my knowledge the odometer mileage is: <input type="checkbox"/> actual mileage <input type="checkbox"/> not actual mileage - WARNING ODOMETER DISCREPANCY - exceeds mechanical limits of odometer (odometer has rolled over)		
Completed by Buyer	Signature of Seller(s)		Printed Name of Seller(s)
	Seller's Street Address		City State Zip
	A \$15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment		
	Signature of Purchaser(s)		Printed Name of Purchaser(s)
NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State			
Secured Party:		Address:	

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interests listed above.

MAILING ADDRESS

CLINTON TOWNSHIP MI

633306785

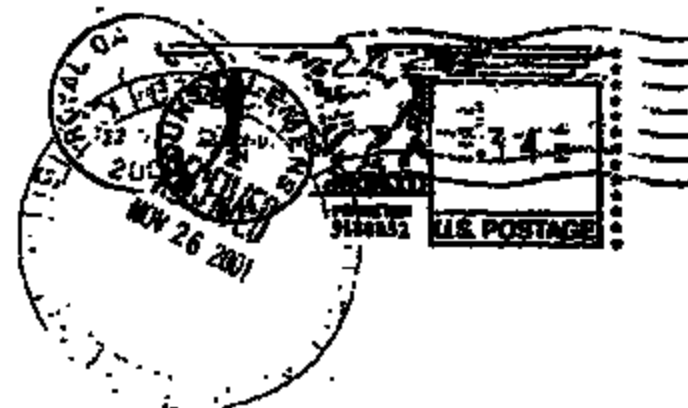
914600	300600	8CX002	8	302	8CX002	528CX0028	01509	8
11/08/2002			1	50	11/08/2002		1	50
1999	CHEVROLET	TWO DOOR			1999	CHEVROLET	TWO DOOR	
1G1YY2260X5124227		38	146.00		1G1YY2260X5124227		38	146.00
		MACOMB					MACOMB	

-CLINTON TOWNSHIP

MI

CLINTON TOWNSHIP MI

Clinton Twp. MI



FRANCISCO BAYLON
CUSTOMER RELATIONSHIP MANAGER
CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232-5170

213123

48232-5170 

[REDACTED]

November 21, 2001

Francisco Baylon
Customer Relationship Manager
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Re: Claim No: CO5164369

Dear Mr. Baylon:

Enclosed herewith are originals of the bills I paid in relation to my steering column lock problem. At this point I have provided you with all the documents which Chevrolet has requested for reimbursement of my expenses.

Yours very truly,

[REDACTED]

RFV/m
Enclosures

MT001957771

MERLE'S GARAGE AND TOWING

515 W. 3rd St. N.
SAULT STE. MARIE, MI 49783
(508) 635-6725

Road Service

DATE <u>11/2/03</u>		TIME <u>1:15 PM</u>	ALN. REQUESTED BY <u>SAULT STE. MARIE</u>
NAME <u>[REDACTED]</u>		PHONE <u>[REDACTED]</u>	
ADDRESS <u>[REDACTED]</u>			
CITY <u>Centur Township</u>	STATE <u>MI</u>	ZIP <u>[REDACTED]</u>	
LOCATION OF VEHICLE <u>OS Hwy 1</u>			
YEAR, MAKE, MODEL <u>99 Pontiac</u>	DRIVER <u>[REDACTED]</u>		
STATE <u>MI</u>	VEHICLE ID. NO. <u>[REDACTED]</u>	REGISTERED OWNER <u>[REDACTED]</u>	
MILEAGE <u>[REDACTED]</u>	SERVICE TIME <u>[REDACTED]</u>	EXTRA PERSON <u>[REDACTED]</u>	
FINISH <u>[REDACTED]</u>	FINISH <u>[REDACTED]</u>	FINISH <u>[REDACTED]</u>	
START <u>[REDACTED]</u>	START <u>[REDACTED]</u>	START <u>[REDACTED]</u>	
TOTAL <u>[REDACTED]</u>	TOTAL <u>[REDACTED]</u>	TOTAL <u>[REDACTED]</u>	
REASON FOR TOW		SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT	<input type="checkbox"/> ABANDONED	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> SINGLE LINE WINCHING
<input type="checkbox"/> ARREST	<input type="checkbox"/> STOLEN CAR	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> DUAL LINE WINCHING
<input type="checkbox"/> UNREGISTERED	<input type="checkbox"/> BREAK DOWN	<input type="checkbox"/> IMPOUNDED	<input type="checkbox"/> SNATCH BLOCKS
<input type="checkbox"/> TOW ZONE	<input type="checkbox"/> LOCK OUT	<input type="checkbox"/>	<input type="checkbox"/> SCOTCH BLOCKS
<input type="checkbox"/> SHOW REMOVAL	<input type="checkbox"/> START	<input type="checkbox"/>	<input type="checkbox"/> DOLLY
TYPE OF TOW		TOWED PER ORDER OF	
<input type="checkbox"/> BLIND HOOK TOW	<input type="checkbox"/> STATE POLICE	VEHICLE TOWED TO	
<input type="checkbox"/> FLAT BED RAMP	<input type="checkbox"/> LOCAL POLICE	FIRST TOW <u>Sault Ste Marie</u>	
<input type="checkbox"/> WHEEL LIFT	<input type="checkbox"/> OWNER	SECOND TOW <u>[REDACTED]</u>	
<input type="checkbox"/>	<input type="checkbox"/> DEALER		
STORAGE FROM <u>PRC Card</u>		TOWING CHARGE <u>45.00</u>	
PAID BY		MILEAGE CHARGE <u>[REDACTED]</u>	
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	EXTRA PERSON <u>[REDACTED]</u>	
<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> VISA	SPECIAL EQUIPMENT <u>[REDACTED]</u>	
<input type="checkbox"/> AMEX	<input type="checkbox"/>	LABOR CHARGES <u>[REDACTED]</u>	
CC NO. <u>5424 1801 5082 4664</u>	DATE <u>11/2/03</u>	STORAGE <u>[REDACTED]</u>	
OPERATOR <u>[REDACTED]</u>		SUB-TOTAL <u>[REDACTED]</u>	
TRUCK <u>[REDACTED]</u>		TAX <u>[REDACTED]</u>	
AUTHORIZED SIGNATURE <u>[REDACTED]</u>		TOTAL <u>[REDACTED]</u>	
VEHICLE RELEASED TO <u>[REDACTED]</u>	DATE <u>[REDACTED]</u>		

2287

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.

Thank You

PROPERTY 2003

ORIGINAL

November 28, 2001

[REDACTED]
Clinton Township, MI [REDACTED]

Request: C05164369

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1999 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 \$153.28. 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,

Patricia Williams
Customer Relationship Manager

RS0005-T/agp

General Motors Corporation
Rebursaments (2813)
P.O. Box 82899
Phoenix, AZ 85062-2890

145.

● 153 DOLLARS

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2057	2057	2057
2058	2058	2058
2059	205	

North American Operations
General Motors Corporation
Disbursement Account

PAY
DE
DE

CLINTON TOWNSHIP

HI

**Mr. John J. Thompson, Esq., U.S.A.
Springfield, New York**

2011

1900469609# 10213093791 601-2-62520#

WUJIAO **五交**

***BIRTH NAME** : [REDACTED]

General Motors Corporation
Disbursements (3612)
PO Box 62830
Phoenix, AZ 85062-2630

DETAILED MARKET DESCRIPTION

白粉虫 100g 每百克含水分 10.5g

DATE 11/29/03

ACCOUNT NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161YR204XB12027	11/28/81 08164349	VN 000000000027949 000000000027949	00.0000	100.28	.00	

GM RESTRICTED

345310

CASE NUMBER: 00830546 VIN: 1G1YY22G0X5124325
 DATE OPENED: 07/06/00 MODEL YEAR: 99
 DATE CLOSED: 07/06/00 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 15000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MO
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] OAK GROVE
 HOME PHONE: [REDACTED] MO [REDACTED]

CASE NUMBER: 00830546 VIN: 1G1YY22G0X5124325
 MODEL YEAR: 1999
 DATE OPENED: 2000-07-06 SERIES: CORVETTE COUPE
 DATE CLOSED: 2000-07-06 MILEAGE: 15000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: MOLLE CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 411 MOCK, BLUE SPRINGS, MO, 64014, USA

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

J50 Engine Electrical Will Not Start
 0 REPAIR ATTEMPT(S) CAR STALLED
 M41 Steering Column/Lock/Attaching Parts Inoperative
 0 REPAIR ATTEMPT(S) STEERING LOCKED

INFORM THE CALLER:

Please Contact your dealership's service department.

*Use the Dealer Locator process to locate the nearest dealership and phone number
 SENSOR DOESN'T GROUND

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

CUSTOMER CLAIMS 99 VETTE BECAME INOPERATIVE, STEERING LOCKED AND ENGINE WOULD NOT START. CUSTOMER ON HOLIDAY IN OZARKS AND ROADSIDE ASSISTANCE WAS DIRECTED TO TOW TO CLOSEST DEALER. CLOSEST DEALER DID NOT DO SERVICE WORK ON VETTES AND CUSTOMER WAS TELLTOLD THE CAR WOULD BE TOWED TO JEFFERSON CITY. CUSTOMER HAD CAR TOWED TO KC AND WAS TOLD BY THE ROADSIDE ASST CRM THAT THEY WOULD BE REIMBURSED FOR 70 MILES. TOWING WAS FOR 130 MILES AND CUSTOMER WANTS TO BE SURE THAT SHE IS INDEED, REIMBURSED FOR 70 MI. CRM ADVISED TO CALL ROADSIDE AND TO CHECK CURRENT RESOLUTION STATUS OF THE FILE, HAVE THE CAR ASSESSED

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

345310

AT THE DEALER CONCERNING THE BAD SENSORS AND WHAT HER OPTIONS ARE CONCERNING IT POSSIBLY
HAPPENING AGAIN. STEVE KOYEN, PDK; 0; 331761218

*****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:

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:

GM RESTRICTED

345310

PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

GM RESTRICTED

PAGE: 4

345310

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4184395	VIN Number:	1G1YY2G0X5127678
Date Opened:	9/7/2000	Model Year:	1999
Date Closed:	10/23/2000	Series:	Corvette
Dealer Code:	B15147	Mileage:	13127
Address:	DAVID PENSKE CHEVROLET OF PRUS	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING WILL NOT UNLOCK INTERMIT

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/07/2000 15:09:42 SBD TEMPLATE - LESZCYNski

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

09/07/2000 15:09:42 HISTORY - LESZCYNski LEONARD TECHNICIAN

JUSTINE CALLED AND STATED THAT HE HAS A CONCERN WITH A VEHICLE THAT HAS THE STEERING WHEEL THAT WILL NOT UNLOCK INTERMITTENTLY DEALER CANNOT DUPLICATE THE CONCERN DEALER STATES THAT A LOCK MOTOR WAS REPLACED ON A PREVIOUS REPAIR DEALER IS ASKING FOR ASSISTANCE

TAC

ADVISED DEALER TO WATCH KEY INPUT WHILE WIGGLING THE KEY

ADVISED DEALER TO CHECK G200 AND G201

ADVISED DEALER TO CHECK IGNITION SWITCH CONNECTOR

09/07/2000 16:14:01 RADZIOCH

-

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

JASON

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES WITH THROUGH ALL THE CHECKS AGAIN AND NFF NO LOOSEN
CONNCEYON OR POOR GROUND, KEY STATUS IS GOOD ALSO.

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

ADVISED TECH TO REPLACE LOCK MOTOR ASSEMBLY AGAIN

10/23/2000 07:50:38 ERMAN

- CASE CLOSED

DEALER REPORTS BY FAX THEY HAD TO REPLACE THE STEERING COLUMN LOCK
ACTUATOR.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

NEW YORK, NY

CASE NUMBER: 05368055 VIN: 1G1YY22G0X5127872
DATE OPENED: 2001-08-21 MODEL YEAR: 1999
DATE CLOSED: 2001-11-14 SERIES: CORVETTE COUPE
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: POTAMKIN CADILLAC-BUICK-CHEVROLET-GM
BRC PART#: DEALER ADDRESS:

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CORRESPONDENCE

S51 No Longer Owns Vehicle Customer Satisfaction
0 REPAIR ATTEMPT(S) NO LONGER HAS VEHICLE

M01 Steering General Inoperative
0 REPAIR ATTEMPT(S) STEERING LOCKED UP

Final Repair Attempt

CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.
For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[State Lemon Laws and Other Statutes RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf]
Final Repair Attempt

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

CUST STATES THAT HIS 1999 CORVETTE EXPERIENCED A PROBLEM WITH THE STEERING COLUMN LOCKING UP. CUST STATES THAT THE VEHICLE LOCKED UP ON HIM THREE TIMES. CUST STATES THAT HE HAS A VERY RESPONSIBLE JOB AND CAN NOT TOLERATE AN UNRELIABLE VEHICLE. CUST STATES THAT HE TERMINATED HIS LEASE EARLY AND GOT A 2001 CORVETTE. CUST STATES THAT THE DEALERSHIP COVERED 5 1/2 OF HIS REMAINING 12 PAYMENTS. CUST STATES THAT HE PAID ONE PAYMENT FOR NOTHING. CUST STATES THAT HE IS NOW PAYING FOR A MORE EXPENSIVE VEHICLE BUT ALSO THE REMAINING 6 1/2 PAYMENTS. CUST STATES THAT HE REALIZES THAT GM IS NOT REQUIRED TO DO ANYTHING FURTHER FOR HIM BUT HE STATES THAT THE FACTS SHOW THAT THE SITUATION WARRANT SOME FURTHER COMPENSATION FROM CHEVROLET..

CUST SEEKS HAVE HIS ISSUES ADDRESSED.

CRM ADVISED THAT I WOULD CONTACT THE CUST FOR AN UPDATE. JENELLE RUTLEDGE CORR TAMPA; 0;
99999
2001-08-21

CRM ATTEMPTED TO CONTACT THE CUST BUT HE WAS NOT AVAILABLE. CRM LEFT A MESSAGE PROVIDING THE REQUEST FILE NUMBER AND THE NUMBER TO CAC. JENELLE RUTLEDGE CORR TAMPA; 0; 367267152
2001-08-27

CUST SEEKS FOR CHEV TO COMPENSATE CUST FOR INCONVENIENCE AND OUT OF POCKET EXPENSES. CUST STATES THAT HE HAD HIS VEH TOWED 3X'S OVER A FEW MONTHS, MOSTLY DUE TO A STEERING CONCERN, THAT THE DLR COULD NOT REPAIR. CUST STATES THAT HE HAS A VERY RESPONSIBLE JO AND CANNOT BE W/OUT A RELIABLE VEH, SO HE DECIDED TO GIVE CHEV ANOTHER CHANCE AND TERMINATED LEASE EARLY, WHICH COST CUST 6 PAYMENTS PLUS MILEAGE ALLOWANCE AND CUST HAS A HIGHER LEASE PAYMENT. CUST STATES THAT RIGHT AFTER TRADING THE VEH IN, HE REC'D THE RECALL AND CUST FEELS THAT CHEV SHOULD DO SOMETHING MORE FOR A CUST WHO REMAINED LOYAL DESPITE HIS INCONVENIENCE. CUST STATES THAT HE ALSO INCURRED OUT OF POCKET EXPENSES DUE TO TOWING AND REPAIRS ON THE VEH. CRM ADV CUST THAT CRM WILL LOOK INTO REIM FOR THE CUST DUE TO CAMPAIGN AND ALSO RESEARCH OTHER AVENUES DUE TO THE CUST INCONVENIENCE AND CONTACT CUST ON 8/31/2001. LIZ RUIZ/ATX; 0; 367773332
2001-08-28

CRM RESUMED THE FILE BY ACCIDENT BECAUSE THERE WAS AN ALARM ON MY CALENDAR. CRM RUIZ HAS TAKEN OWNERSHIP OF THE FILE. JENELLE RUTLEDGE CORR TAMPA; 0; 367871436
2001-09-18

CRM REVIEWING DOCS AND FILE AND WILL CONSULT W/ TM. LIZ RUIZ/ATX; 0; 369714828
2001-10-15

CUST SENT IN ANOTHER LETTER STATING THE SAME CONCERNS. CRM IS ATTACHING THE LETTER TO THE FILE FOR FURTHER REVIEW. KRISTIE HARDCASTLE - CORR TAMPA; 0; 372003648
2001-11-14

CRM REVIEWED FILE AND CONTACTED CUST. CRM LEFT MSG ADV CUST TO CALL CAC W./ REQ#. LIZ RUIZ/ATX; 0; 374609414
2001-11-14

NEXT CRM, IF CUST CALLS, PLEASE ADV CUS TO SEND IN ALL RELEVANT DOCS ON RECALL CONCERN (STEERING COLUMN LOCKED, LOSS OF STEERING) TO CAC FOR POSSIBLE REIM. LIZ RUIZ/ATX; 0; 374609672

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

RESOLUTION SOUGHT:

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

CONTACT PHONE:

219

AUG 09 01
4007 MAIL ROOM STAMFORD CT 06902

08-17-01P01:19 RCVD

CENTRAL OFFICE
CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
P.O. Box 100
DETROIT, MI 48245-1000

CUSTOMER
SERVICE

05368055

August 9, 2001

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48295-1000

Dear Customer Service,

Notification of the Corvette Steering Wheel Locking Problem came a little late for me.

I have a very responsible job and cannot tolerate an unreliable vehicle. My 99 Corvette (24 months old in May) was flat-bedded 3 times between Mother's Day and July 14th of this year. And no one was able to fix it permanently any of the 3 times. The problem was the Locked Steering Column.

By July 20th, I could no longer tolerate this situation, and broke my lease early. I demonstrated my loyalty to Chevrolet and my confidence in the product by leasing another Corvette (2001), and the dealer did pay 5-1/2 of my remaining 12 payments. The 5-1/2 was calculated as half of 11 remaining, but I had just paid one for nothing.

My new one is much more expensive, and I will be liable for an over-mileage bill of approximately \$2200, not to mention the extra 5-1/2 payments.

I realize that you are not required to do anything further for me, but I feel the facts and the situation warrant some further compensation from Chevrolet.

I love my new Corvette and expect to continue as a loyal GM customer for years. Please feel free to contact me at either number below, and thank you in advance for your time and consideration.

Sincerely,

[REDACTED]
New York, NY
[REDACTED]

locking mechanism and electrical relay. Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

- ☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered
- ☐ Campaign Completed on Date ____/____/____ by ☐ Self ☐ Other ☐ Vehicle Sold/Traded/Returned to:

00000119086

01044 1G1YY22G0X5127872 C-1

NEW YORK, NY

NAME (PRINT/TYPE)		
ADDRESS		
CITY	STATE	ZIP CODE
PHONE (AREA CODE) NUMBER		
E-MAIL ADDRESS		

07/04/01 033257

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48205-1000



CD1044
July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel

RICHARD LUCAS CHEVY/OLDS
1077 ROUTE 1 SOUTH
AVENEL NJ 07001

SERVICE ADVISOR CHRISTOPHER PARK

14MAY01	15MAY01		161YY2200X5127872	2360437	T987-		18MAY01	167283
12:02	17:17	1999 CHEVROLET CORVETTE	732-236-0437	0.00	01JAN99	107	107	
43706	43706	288-5RJ						

A OWNER STATES STEERING WHEEL IS LOCKED

REPLACE

FUEL ROSS TOWING SERVICE PO # 026843

FUEL ROSS TOWING SERVICE PO # 026843

CUSTOMER PAY DEDUCTIBLE FOR LINE A

50.00

Copy

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OR LUBE	0.00
BULLET AMOUNT	35.00
MISC. CHARGES	3.15
TOTAL CHARGES	38.15
LESS INSURANCE	0.00
SALES TAX	2.29
PLEASE PAY THIS AMOUNT	

I hereby authorize the above work to be done on the vehicle with the necessary material and agree that you are responsible for loss or damage to vehicle or contents while in care of you, shall, or any other person having control or for any damage caused by negligence of the vehicle in your shop by the service or transporter. I have read and understand your disclaimer and agree to the vehicle being damaged or stolen, however, I agree for the purpose of repair and maintenance. An authorized sign is hereby acknowledged on above work and the amount of repair there.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

REPAIRS AUTHORIZED WARRANTY HOLDER CLAIM # N051
177986

Made Friends With



The Little Place With The Big Dealer!

1416 Post Road, Darien, CT 06820 • FAX (203) 655-0068

SALES
(203) 655-2581

SERVICE
(203) 655-8284

PARTS
(203) 655-4941

Copy

CUSTOMER NO.	2290	ACTRESS	STEVE	2878	DATE	938	WORK DATE	07/12/01	WORK NO.	CVC567365
		LABOR RATE	80.00	DESIGN NO.		SALES NO.	48,914	ORDER		
		VEHICLE MAKE / MODEL	99/CHEVROLET/CORVETTE/2 DOOR HATCHBACK				DELIVERY DATE		DELIVERY MILE	
		VEHICLE ID. NO.	1 G 1 Y Y 2 2 G 0 X 5 1 2 7 8 7 2				WILLING TO PURCHASE	0000	PRODUCTION DATE	
		P.T.E. NO.		P.O. NO.				P.O. DATE	07/10/01	
Manufacturer Phone		Manufacturer Code	975-5712		Comments					

JOB# 1 CHARGES

LABOR

J# 1 SICYZ BODY ELECTRICAL HOURS: 8.00 TECH(S):9 40.00
 C/S CAR TUNED IN-STEERING WHEEL LOCKED.
 CODES INDICATE POSSIBLE POWER LOSS
 CHECK WITH TECH 2 COMPUTER, NUMEROUS ERRONEOUS TROUBLE CODES
 CLEAR CODES. RETEST SYSTEM, OK AT THIS TIME.

SUBLET

PO#	VEH ID#	INV DATE	DESCRIPTION	
62428		07/12/01	TUN TO SHOP	125.00
TOTAL - SUBLET				125.00

JOB# 1 TOTALS

LABOR	40.00
SUBLET	125.00
JOB# 1 JOURNAL PREFIX CVC5 JOB# 1 TOTAL	165.00

TOTALS

TOTAL LABOR...	40.00
TOTAL PARTS...	8.00
TOTAL SUBLET...	125.00
TOTAL S.O.G....	8.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	9.90
TOTAL INVOICE \$	174.90

CUSTOMER SIGNATURE

SERVICE

Monday - Friday
7:00 am - 5:30 pm
Early Bird drop-off available

PARTS

Monday - Friday
8:00 am - 5:00 pm

SHOWROOM

Monday - Thursday
8:30 am - 7:00 pm
Friday 8:30 am - 6:00 pm
Saturday 9:00 am - 5:00 pm



LIMITED WARRANTY: We guarantee our service work on vehicle for 12 months or 12,000 miles whichever comes first.

The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor releases any other person to assume for liability in connection with the sale of parts and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, express

813 MIDDLESEX AVE., METUCHEN, N.J. 08840
FLATBED - WHEEL LIFT SERVICE
(732) 494-4455

NY NY		DATE	7-11-61
MAKE	Chrysler	YEAR	1959
MODEL	Coronet	PLATE	NY 245A
DESCRIPTION OF SERVICE			
Towing from motorist's home to			
Lucas Chrysler Service			
CASH 14.11			
		TOWING	6.50
		STORAGE	
		WASHING	
		ROAD SERVICE	
		LABOR	
<p>I HEREBY CERTIFY THAT THE ABOVE REPORT TRUCK TO BE DONE ALONG WITH THE NECESSARY PARTS, AND LABOR COSTS WILL BECOME YOUR PROPERTY AND WILL BE RETURNED TO YOU THE NEXT MORNING. IF YOU DO NOT WANT TO RETURN THE TRUCK TO US, WE WILL BE RESPONSIBLE FOR THE TRUCK. IF YOU DO NOT WANT TO RETURN THE TRUCK TO US, WE WILL BE RESPONSIBLE FOR THE TRUCK. IF YOU DO NOT WANT TO RETURN THE TRUCK TO US, WE WILL BE RESPONSIBLE FOR THE TRUCK.</p>		PARTS	
		TOLLS	
		TOTAL	14.11
DATE		7-11-61	TIME

RICHARD LUCAS CHEVY/OLDS
1077 ROUTE 1 SOUTH
AVENEL NJ 07001

Copy

SERVICE ADVISOR CHRISTOPHER PARK

16JUL01	20JUL01		1G1YY22G0X5127872	2360437	TS95-		20JUL01	169588
10:29	12:34	1999 CHEVROLET CORVETTE	732-236-0437	0.00	01JAN99	107	107	
49072	49072	Z88-5BJ						

A OWNER STATES VEHICLE BEGAN TO RUN ROUGH

J6355 POWERTRAIN CONTROLLER - REPROGRAM

20 ISP

(N/C)

IGAS

(N/C)

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
WASHER AMOUNT	0.00
WAX, CHARGE	0.00
TOTAL CHARGE	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY
THIS AMOUNT

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are responsible for the loss or damage to vehicle or articles left within in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts shown in parts department by the supplier or transporter. I hereby grant you and your employees permission to enter the vehicle herein described on streets, highways or through the the purpose of testing and/or inspection. An owner's signature is hereby acknowledged on above vehicle and the receipt of repair service.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ENGINE FLUSH SPECIAL - 119.95

SERVICE OPEN 6 DAYS A WEEK

OPEN MONDAY THROUGH FRIDAY 7:30AM TO 7:00PM

OPEN SATURDAY FROM 7:30AM TO 5:00PM

CALL SERVICE DIRECT AT 732-636-6500

FULL SERVICE BODY SHOP OPEN MON TO FRIDAY

HASSLE FREE BODY SHOP ESTIMATES

WE warrant our workmanship and materials for 12 months or 100,000 miles, whichever comes first. We warrant our workmanship and materials for 12 months or 100,000 miles, whichever comes first. We warrant our workmanship and materials for 12 months or 100,000 miles, whichever comes first.



07/19/01

ANTHONY J HRYLA
250 W 50th St 26F
New York, NY 10019

Lease #: 11 0121 07936

Dear Lessee:

Recently you inquired about making the remaining payments on your lease, and returning your vehicle to U.B. Vehicle Leasing. Please be advised that this process takes approximately 21 days to complete, and involves the following 3 steps:

1. Complete and sign Authorization and Odometer Statement (Page 2). After completing page 2, please fax to (817) 345-5221, or mail it to the mailing address on the bottom of this letter.

2. Payment in the amount of \$ 6,796.79 ⁴² _{3298.88} sent to the address on the bottom of this letter. Please remember that this amount only represents the remaining payments, and late charges (if applicable) due on the lease. After we pick up your vehicle, you will be billed for the following items:

- 686.00
tax
appt
4
- Disposition Fee. → 375.00
 - Excess Mileage Charges. → .20 cents/mile over 38,015 miles
 - Excess Wear and Tear Charges As determined in Section 3 of this letter.
 - Other Charges described in your lease agreement: Including (but not restricted to) unpaid parking tickets and unpaid excise/property taxes.

Please note failure to send in your payment promptly may result in voluntary early termination as described in your contract.

3. A determination of the current condition of the vehicle

If your leased vehicle does not have collision damage, broken glass, missing components or other damage and your tires have adequate tread, UBVL may waive the inspection of the vehicle. If you are unsure what constitutes excessive wear and tear (please see page 3), call your remarketing representative at (800) 841-2277. If your vehicle needs an inspection please notify your representative immediately. This process can take up to 21 days.

Thank You.

A member of the PNC Financial Services Group

U.B. Vehicle Leasing 123 Summer Street Boston Massachusetts 02110 (817) 345-0000

www.ubvl.com

Account Number : 11 - 0122 - 07956**Authorization to Accept Remaining Payments and Odometer Statement:**

I would like to make the remaining payments on my lease agreement with U.B. Vehicle Leasing, Inc. I understand that I will also be responsible for the disposition fee, any excess wear and tear, excess mileage, and any other charges stated in the lease agreement. I understand that I will be billed for these charges at a later time.

Odometer Statement

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED], state, that the odometer (of the vehicle described below) now reads: 49098 (no title) miles.

YOU MUST CHECK ONLY ONE OF THE FOLLOWING 3 BOXES. IF YOU BELIEVE THE ODOMETER READING ON YOUR VEHICLE IS ACCURATE, YOU SHOULD CHECK BOX #1. IF IT IS INACCURATE, CHECK EITHER BOX #2 OR BOX #3.

#1 ☒ (CORRECT ODOMETER) I certify that to the best of my knowledge the above odometer reading reflects the actual mileage of the vehicle described below.

#2 ☐ (INCORRECT ODOMETER) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits. List actual miles (if known) _____

#3 ☐ (INCORRECT ODOMETER) I hereby certify that the odometer is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

List actual miles (if known) _____

LESSEE'S PRINTED NAME: [REDACTED]**LESSEE'S STREET ADDRESS:** [REDACTED]**CITY: NEW YORK STATE: NY ZIP:** [REDACTED]**YEAR: 1999 MAKE: CHEVROLET MODEL: CORVETTE****VEHICLE ID NUMBER (VIN):** 1G1YY2200X312372**YOUR SIGNATURE:** [REDACTED]**DATE:** 7/20/01**PRINTED NAME OF PERSON SIGNING:** [REDACTED]

2015-985-5649
Zemaitis Dept. F&H

LEASE CAR

~~LEASE CAR~~
UPVUL

VEHICLE RETURN RECEIPT

DATE: 07/20/2001

NAME: [REDACTED]

ACCOUNT #:

11012207956

YEAR, MAKE, MODEL:

99 CHEVROLET Corvette CPZ.

MILEAGE:

49098 -

V.I.N.

1G1YY22G0X5127872

COLLISION DAMAGE: YES ☒ NO ☐
BROKEN GLASS: ☐ ☒
IS VEHICLE DRIVEABLE: ☒ ☐

AREA OF DAMAGE:

hood has fine scratch

AREA OF DAMAGE:

color: Lt. Purple

* PLEASE BE ADVISED THAT THIS A RECEIPT FOR THE ABOVE REFERENCED VEHICLE. A FINAL INSPECTION AND CONDITION REPORT WILL BE COMPLETED AND MADE AVAILABLE.

LG-72 11/98

CUSTOMER

WHITE - LEASE CAR

PINK - LESSEE

CANARY - DEALER

DEALER REPRESENTATIVE

GREEN - FICHLA AGENT

[REDACTED]

NY NY

[REDACTED]



10-12-61 P.O. 103 RCVD

CENTRAL OFFICE
CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
PO BOX 100
DETROIT, MI 48265

September 27, 2001

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

Dear Customer Service,

You should already have an open file on this.

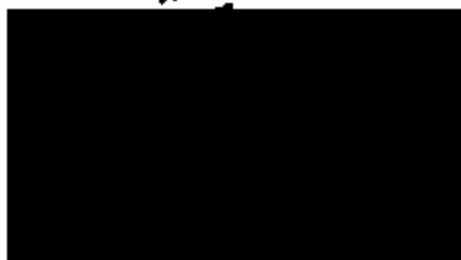
I mailed the attached on August 9th.

I was contacted, and I was told there would be some research done, and I would get another call within a week.

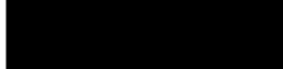
No such call arrived, and I lost the name and number of the person that called.

So I am starting over on this.

Sincerely,

A large rectangular black box redacting the signature and name of the sender.

New York, NY

A rectangular black box redacting the address of the sender.

August 9, 2001

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

Dear Customer Service,

Notification of the Corvette Steering Wheel Locking Problem came a little late for me.

I have a very responsible job and cannot tolerate an unreliable vehicle. My 99 Corvette (24 months old in May) was flat-bedded 3 times between Mother's Day and July 14th of this year. And no one was able to fix it permanently any of the 3 times. The problem was the Locked Steering Column.

By July 20th, I could no longer tolerate this situation, and broke my lease early. I demonstrated my loyalty to Chevrolet and my confidence in the product by leasing another Corvette (2001), and the dealer did pay 5-1/2 of my remaining 12 payments. The 5-1/2 was calculated as half of 11 remaining, but I had just paid one for nothing.

My new one is much more expensive, and I will be liable for an over-mileage bill of approximately \$2200, not to mention the extra 5-1/2 payments.

I realize that you are not required to do anything further for me, but I feel the facts and the situation warrant some further compensation from Chevrolet.

I love my new Corvette and expect to continue as a loyal GM customer for years. Please feel free to contact me at either number below, and thank you in advance for your time and consideration.

Sincerely,



New York, NY



GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

REDWOOD CITY

CA

HOME PHONE:

CASE NUMBER: 04552339

VIN: 1G1YY22G0X5129024

DATE OPENED: 2001-06-14

MODEL YEAR: 1999

DATE CLOSED: 2001-07-02

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 20000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: BOARDWALK CHEVROLET GSO INC

DEALER ADDRESS:

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

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

Broken
LOCK WILL NOT RELEASE FROM STEERING COLUMN

Basic warranty coverage questions.

INFORM THE CALLER OF WARRANTY COVERAGE:

* NOTE: Please reference the VIN Profile Tab to answer customer basic warranty questions.

GENERAL INFORMATION:

Base Warranty: Includes everything on the vehicle for manufacturer's defects in materials and workmanship.

Coverage: Most GM Vehicles: 3 years/36,000 miles, whichever comes first.

Oldsmobile Aurora and all Cadillac models: 4 years/50,000 miles, whichever comes first.

Sheet Metal Rust-Through: 6 years/100,000 miles, whichever comes first.

Catalytic Converter and Powertrain Control Module: Most years are 8 years/80,000 miles, whichever comes first. Please check warranty manual of specific year for exact warranty perimeters.

California Emissions:

Defect and Performance: Most years it is 3 years/50,000 miles, whichever comes first. Please check warranty manual of specific year for exact warranty perimeters.

Specified Components: Most years it is 7 years/70,000 miles, whichever comes first (see warranty booklet for listing for specific component coverage). Please check warranty manual of specific year for exact warranty perimeters.

Common Exclusions: Damage due to any of the following:

- 1 Accident
- 1 Misuse
- 1 Alterations
- 1 Environment
- 1 Chemical Treatments
- 1 Aftermarket Products
- 1 Improper Maintenance

Normal maintenance items include tire damage or wear, and incidental expenses.

*For additional information, the CRM can go to the [Policy and Procedure Manual RUN

C:\Progra-1\Plus1\Micros-1\Explora.exe

<http://carsweb/common/Manuals/WarrantyOperationsCD/Main%20Menu.pdf>] that is located on the Webknowledge Center.

STEERING WHEEL COLUMN LOCKS UP

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

CUST STATES THAT HIS STEERING COLUMN LOCK UP SYSTEMS WILL NOT RELEASE WHEN YOU START UP THE VEHICLE. CUST SEEKS ASSIST FROM GM BECAUSE THE DLR SHIP COULD NOT DUPLICATE THE PROBLEM. CRM ADVISED CUST AFTER CONTACTING THE DLR SHIP AND SPEAKING TO JOE THE SRC MGR WHO STATES HE WILL CONTACT TAC SUPPORT FOR ADVICE AT THIS POINT. JOSEPH RODRIGUEZ/CAC/ATX; 0; 361386891
2001-06-15

CUST STATES VEH IS SITTING IN DRIVEWAY IN SAME CONDITION/WILL CALL ROADSIDE ASSISTANCE AND HAVE IT TOWED.....CUST SEEKS FILE UPDATED...CRM ADVISED CUST UPDATED FILE AND WILL CUST BACK ON JUNE 20.....KATHY HODGES/ATX/CARS; 0; 361489308
2001-06-20

CRM CALLED CUST AND LEFT MESSAGE WILL CALL CUST BACK ON JUNE 26....
KATHY HODGES/ATX/CARS; 0; 361927011
2001-06-26

CRM CALLED CUST AND LEFT CUST MSG/WILL CALL CUST AGAIN TO CK ON VEH ON 7/2.....
KATHY HODGES/ATX/CARS; 0; 362446783
2001-07-02

CRM CALLED CUST LEFT A MESSAGE...CRM CALLED DLR AND FOUND OUT THAT STEERING MODULE HAD BEEN REPLACED AND VEH IS PERFORMING LIKE IT SHOULD BE.....
KATHY HODGES/ATX/CARS; 0; 362965224

*****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:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0	BEC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Jonesboro

GA

HOME PHONE:

CASE NUMBER: 1-43581194 VIN: 1G1YY2ZG0X5129850
MODEL YEAR: 1999
DATE OPENED: 2002-10-24 SERIES: Corvette
DATE CLOSED: 2002-10-25 MILEAGE: 30000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Northpoint Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2175 Mansell Road, Alpharetta, GA, 30004-4767,

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

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

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

daughter lorene calling in; ; 2002-10-24
2002-10-24
Service Request has been Closed Satisfied.; ; 2002-10-24
2002-10-24
campaign information; ; 2002-10-24
2002-10-24
Service Request has been Closed Satisfied.; ; 2002-10-24
2002-10-25
Daughter called; ; 2002-10-25
2002-10-25
Service Request has been Closed Satisfied.; ; 2002-10-25

*****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: ,
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:
HOME PHONE:

MARMORA , NJ

CASE NUMBER: 04183004 VIN: 1G1YY22G0X5130626
MODEL YEAR: 1999
DATE OPENED: 2001-05-14 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-14 MILEAGE: 6884
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: KERBECK CADILLAC PONTIAC CHEVROLET,
ERC PARENT: DEALER ADDRESS: 430 N ALBANY AVE, ATLANTIC CITY, NJ, 08401, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) COLUMN IS LOCKED

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) HAVE VEH SERVICED

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
EDN 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 STEERING COLUMN IS LOCKED AND IS NOT DRIVEABLE...CUST SEEKS WAY TO UNLOCK THE STEERING COLUMN...CRM ADVISED HAVE RESEARCHED ISSUE AND WOULD RECOMMEND HAVE VEH TOWED TO DLR SHP...CRM ADVISED ACCORDING TO OWNER'S MANUAL VEH NEEDS TO BE SERVICED...CUST THANKED AND HUNG UP...KATIE INFANTE/CAC/PDX.; 0/ 358712595

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:
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:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

DETROIT , MI

CASE NUMBER: 04535853 VIN: 1G1YY22G0X5130870
MODEL YEAR: 1999
DATE OPENED: 2001-06-13 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-13 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LES STANFORD CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 21711 MICHIGAN AVE, DEARBORN, MI, 48124, USA

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

M40 Steering Wheel Other
0 REPAIR ATTEMPT(S) Steering wheel locked up

Rental Assistance

INFORM THE CALLER:

If a customer has an independent agent for their extended service contract, advise:
"Some extended warranties do offer rental assistance. I would suggest that you consult with your extended warranty company to see if indeed that is a provision."

Rental Assistance

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

Cust stated the veh's steering locked up. Cust is at work, but uses his veh in his job. Cust was seeking rental information. Cust felt that since he spent so much on this veh that rental coverage should start from the first day. CRM offered to assist the cust by getting the rental information. CRM called the dealer who stated that they used Enterprise rental @ 313-565-6000. CRM advised the cust that rental coverage only started after the first day and offered to conf the cust to Enterprise. Cust declined and stated he would contact the dlr instead. no further action required. dcassey/pdx/cac; 0; 361321370

*****FAR 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:

HAS 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: ,

LOCATION:

PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

HILLSBOROUGH

NJ

HOME PHONE:

CASE NUMBER: 05369672 VIN: 1G1YY22G0X5131842
MODEL YEAR: 1999
DATE OPENED: 2001-08-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-11-20 MILEAGE: 44000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ROYAL CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 1548 RTE 22 E, BRIDGEWATER, NJ, 08807, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) CAMPAIGN 01044, REPAIRS MADE PRIOR TO
CAMPAIGN
T19 Campaign Correction Required Other
0 REPAIR ATTEMPT(S) 01044 CAMPAIGN PARTS
A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) CAMPAIGN COMPLETION
E13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) CHARGED DIAGNOSTIC FEE WHEN DLR COULDN'T
FIND WHAT WAS WRONG

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify and Determine Customer's expectation
 - * Determine Customer's expectation
 - * Determine if any manufacturer / parts warranty remains in effect
 - * Probe to determine if consumer has an "Extended Warranty" GMPP or other
 - * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm]] section on how to make decision,
review warranty history, and other appropriate documents.
 - * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)
 - * If necessary follow Devin Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickraf/content/goodwill.htm>]]
 - * If necessary follow SES on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SES/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done
- *****WORK HISTORY*****

CUST STATES THAT HE WAS HAVING CONCERNS WITH HIS STEERING COLUMN LOCKING UP. CUST STATES THAT TWICE HE WAS ABLE TO GET IT UNLOCKED. ONE TIME AFTER HE GOT IT UNLOCKED, HE TOOK IT TO ROYAL CHEV. CUST STATES THEY CHARGED HIM NEARLY \$127 TO TELL HIM THAT THEY COULDN'T FIND ANYTHING WRONG. CUST STATES THAT THE SAME AFTERNOON, THE STEERING LOCKED UP AGAIN AND HE HAD IT TOWED TO ANOTHER DLR, FLEMINGTON. CUST STATES THAT FLEMINGTON WAS ABLE TO MAKE REPAIRS AND GOODWILLED THE REPAIRS SO HE DIDN'T HAVE TO PAY FOR THEM. CUST STATES THAT HE JUST RECEIVED THE CAMPAIGN LETTER, 01044 FOR THE CORVETTE STEERING COLUMN LOCK. CUST STATES HE DOESN'T FEEL HE SHOULD HAVE TO PAY ROYAL FOR THE DIAGNOSIS SINCE HE CLEARLY IS INVOLVED WITH THE RECALL. CUST STATES HE TRIED TALKING WITH THEM, BUT THEY REFERRED HIM TO CAC. CUST WANTS TO NOT HAVE TO PAY THE \$127 FEE FROM ROYAL. CRM ADVISED CUST THAT EVEN THOUGH THE VEH IS REPAIRED, SINCE REPAIRS WERE DONE PRIOR TO THE CAMPAIGN, HE SHOULD GO TO CHEV DLR FOR INSPECTION AND CORRECT; 0; 367265954

2001-08-21

CAMPAIGN COMPLETION, SHOULD IT BE NEEDED. CRM ATTEMPTED TO CONTACT SVC MGR AT ROYAL CHEV. SVC MGR WAS UNAVAIL. CRM SET CALL BACK WITH CUST FOR 8/23/01 BETWEEN 3-5 PM EST (12-2 PM PST) AT [REDACTED] TRINITY SPERL/PDX CAC; 0; 367266022

2001-08-23

CRM ATTEMPTED TO GET IN CONTACT WITH SVC MGR JOE, BUT HE WAS UNAVAIL. TRINITY SPERL/CAC PDX; 0; 367452570

2001-08-23

CRM ATTEMPTED TO CONTACT CUST, BUT HE WAS UNAVAIL. CRM LEFT MESSAGE WITH SECRETARY STATING THAT I WAS LOOKING FURTHER INTO HIS CONCERN. CRM LEFT PHONE AND FILE # AS WELL. TRINITY SPERL/CAC PDX; 0; 367453331

2001-10-23

crm following up on file and called dealer. ...crm spoke to barry in service who relayed that the s/m was in a meeting and then would be going home for the evening...barry stated that upon review felt that cust should be reimbursed for the charge of approx 127.00 and would discuss with the s/m and call crm back in the morning...crm relayed phone number and extension 36028 and checking file tomorrow...Aaron Correll/cac/pdx; 0; 372725101

2001-10-24

crm called dealer and spoke to Joe the s/m who stated that the cust had brought the vehicle into the dealer where they were unable to duplicate the concern...s/m also stated that outside of the campaign would not be a justifiable case for cost assistance on the vehicle due to campaign being the only time the dealer has seen the cust vehicle...crm called the cust and found that cust was not at work...crm left message with secretary...if when cust calls please relay not being in a position to fulfill req of reimbursement for diagnosis due to time and mileage and labor not covered under campaign due to unable to duplicate.....aaron Correll/cac/pdx; 0; 372805493

2001-10-24

crm looking further into this situation as the diagnosis pertains to a campaign correction. cust refuses to pay bill to royal. crm advised cust to send in original RO and proof of ownership so crm can determine whether it qualifies for reimbursement before cust pays bill since dlr is unwilling to reimburse. cust agreed that is a good course of action. callback for 11/2/01 at 10:30 am et. kenneth daivs/ca/cpdx; 0; 372808704

2001-11-02

cust states hasn't sent docs yet. callback for 11/16 at 7:30 am pst kenneth daivs/cac/pdx; 0; 373566666

2001-11-09

CORR RECEIVED FOR REIMBURSEMENT. CRM FORWARDING TO AND NOTIFYING LAST CRM KEN DAVIS FOR FURTHER REVIEW. HELENE NEJDI.CAC.TPA.; 0; 374209673

2001-11-16

crm advised by acting tm kelly hostetler that crm cannot review for reimbursement until proof of payment is sent in because cust has current contract with the dlr that needs to be

resolved first in regards to payment of the diagnosis fee. kenneth davis/cac/pdx; 0;
374779073
2001-11-16

cust unavail. callback for 11/20 at 9:00 am pst kenneth davis/cac/pdx; 0; 374779191
2001-11-20

CRM ADVISED CUST THAT CRM NEEDS PROOF OF PAYMENT BEFORE REIMBURSEMENT CAN BE REVIEWED. CUST STATES WILL TALK TO THE DLR AND DETERMINE WHETHER OR NOT HE WANTS TO PURSUE THE SITUATION AND IF HE DOES HE WILL CALL BACK IN. *****NEXT CRM IF CUST CALLS BACK IN PLEASE GET A TIME AND PHONE NUMBER FOR ME TO CONTACT. I AM AVAIL 7:00 AM PST TO 3:00 PM PST. REQUEST CLOSED SATISFIED. KENNETH DAVIS/CAC/PDX; 0; 375128309

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:
DEALER BAC:

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

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:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
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:

Somerville, NJ

★ ★ ★
131
10918 00.570 P8871
9229 SOMERVILLE NJ NOV 0
DUPLICATE




General Motors Chevrolet
PO Box 33170
Detroit, MI 48232

ATTN: Case #05369672
Mr. Ken Davis

4823248170 81



10/10/01 10:10:10 AM 10/10/01 10:10:10 AM

05369672

 Motor Vehicle
Services

NEW JERSEY

LEASED VEHICLE REGISTRATION


PLATE NO: JDT386 GOOD THRU: 07/2002
VIN: 1G1YY2B000K141842
CHE 1999 2 DR SL CVT MC:7
 PASSENGER 07
CC:14000 80000 75360
EAST RANDVEN NJ RENEWAL PTPA
FEE: 38.00 RP200175880156781



ROYAL CHEVROLET, INC.

Mailing Address:
P.O. Box 6606
BRIDGEWATER, N.J. 08807

Located at:
1548 Rt. 22 East
BRIDGEWATER, N.J. 08807



SERVICE: 732-356-4243
BODY SHOP: 732-356-4157

PARTS: 732-356-8332
SALES: 732-356-2460

ORIGINAL

CUSTOMER NO. 3084	APRIL 1991 TOM 403	7/85 NO.	DATE OF SALE 04/15/91	SALES TAX CVC-32117
	LABOR PARTS J07308	MODEL NO. 41436	SALES SILVER	SALES TAX
	YEAR / MAKE / MODEL BUICK / REGAL / COUPE		DELIVERY DATE 04/20/91	DELIVERY NAME
	VIN 1R1YV228825131842		DELIVERY ADDRESS N.J.	PRODUCTION DATE
ADDRESS ANNANDALE, N.J.	P.T. NO.	P.O. NO.	N. & S. STATE	
TELEPHONE	COMMENTS		04/15/91	

NO. 41444

LABOR & PARTS
JOB # 1 SICVZ BODY ELECTRICAL HOURS: 1.50 TECH(S):11 119.70
STEERING WHEEL LOCK-LOCK OUT ON DISPLAY COMES UP
DIAGNOSIS STEERING WHEEL LOCK OUT-DISPLAY NOT ON AT THIS TIME
CHECK WITH TECH 2-NO PROBLEM FOUND AT THIS TIME-CHECK FOR
MILLETING-NONE--HISTORY CODES V1016,V1004,V1095,B10M1 AND
B2204-CHECKS OK AT THIS TIME

PARTS-----QTY-----PP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 119.70

JOB # 2-SICVZ RECALL 1 HOURS: 0.40 TECH(S):11 WARRANTY
RECALL 0204
RECALL LETTER
INSTALL INSERTS TO THE WEB BELT GUIDE

PARTS-----QTY-----PP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 10300-414 GUIDE KIT 14.875 14.88
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS-----
TOTAL LABOR... 119.70
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL S.O.B... 0.00
TOTAL DISC CUB... 0.00
TOTAL DISC DISC... 0.00
TOTAL TAX... 7.19
TOTAL INVOICE \$ 126.89

CUSTOMER SIGNATURE

HOURS OF OPERATION

MONDAY - FRIDAY

8:00 A.M. to 5:00 P.M.

WE OFFER:

- Valet Service
- Shuttle Service
- Low Cost Rentals
- We Gladly Accept:

- ☐ Mastercard
- ☐ Visa
- ☐ Discover Card
- ☐ American Express
- ☐ Checks
- ☐ Cash



DROP OFF
SERVICE AVAILABLE

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48205-1000



C01044
July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. Deaf, hearing impaired or speech impaired call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones TDD/TTY).

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your Corvette and with Chevrolet.

Chevrolet Motor Division
General Motors Corporation

Enclosure



SISCO

MATERIAL HANDLING EQUIPMENT

P.O. BOX 1032 • 186 ROUTE 206 SOUTH • SOMERVILLE, NJ 08876 • (908) 359-8767 • FAX (908) 359-8773

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 7/11/01

TO:

NAME: _____

COMPANY: ROYAL CHENVAULET

FAX PHONE NO. (732) 356-5353

NO. OF PAGES TO FOLLOW: _____

FROM:

NAME: _____

FAX _____

REF YOUR INVOICE CUES 32117,
THE STEERING COLUMN ON THIS CAR
LOCKED UP IN FLEMINGTON SEVERAL
HOURS AFTER I PICKED UP THE CAR FROM
YOU. THE CAR WAS TOWED TO FLEMINGTON
BUICK - CHENVAULET. IT WAS ADMITTED &
NO CHARGE PER THE ATTACHED INVOICES
AS WARRANTY & PREVIOUS HISTORY.

I DO NOT FEEL THAT I SHOULD HAVE
TO PAY ROYAL FOR WORK ULTIMATELY COVERED
AS WARRANTY BY CHENVAULET

PLEASE ADVISE

THANKS

2362840

313455

Flemingto**BUICK - CHEVROLET****PONTIAC - GMC**

FL 32801, Flemington, N.J. (800) 451-2200

INVOICE

DUPLICATE 1

PAGE 1

ANNANDALE NJ

HOME:

SERVICE ADVISOR: 107 JOHN VILLAMIL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	PLATE/REG	DATE	PAYMENT	INVOICE
SILVER	1999	CHEVROLET CORVETTE	1G1YY22G0X5131842	JDT-36G	41477/41477	T47		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PONOL	DATE	PAYMENT	INVOICE	DATE
29JUN1999		29JUN2000	17:00 19JUN01		VAR	CASH		19JUN2001
R.O. OPENED	READY	OPTIONS	DLR:34811					

15JUN01

19JUN01

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOW IN	SERVICE	DEFINITION	LOCK MESSAGE	STEERING LOCKED		
CAUSE:	INTERNAL ELECTRICAL FAILURE						

E7123 CONTROL COMPONENTS, TILT/TELESCOPIQUE

STEERING COLUMN - REPLACE MOTOR ASSEMBLY

15 WC40

1 26050960 LOCK

PC: 60

PART#: 26050960

COUNT: 1

CLAIM TYPE:

AFTH CODE:

OJ

E2020 TOWING

99 WC40

SUBL KOVE TOWING

WCNP

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

41477 REPLACE STEERING COLUMN LOCK MOTOR GOODWILL REPAIRS PER C1600 TO
PREV HISTORY

B** CAMP 00034N LAP BELT WEBBING

CK RECALL NOT DONE PER GUS: IT WAS JUST DONE AT

PRO CHEV

15 CC

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The seller warrants that the vehicle is as described in the advertisement and that the seller has no knowledge of any defects or damage to the vehicle, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor disclaims any other parties or persons for a pay facility in connection with the sale of this vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6675621	VIN Number:	1G1YY22G0Y5100107
Date Opened:	8/5/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B02049	Mileage:	16770
Address:	BARTON BIRKS CHEVROLNEWBURGH	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INOPERATIVE INTERMITTENT LOCK MOTOR ST

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/05/2003 09:11:17 SBD TEMPLATE - THOMPSON

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)

GIL- TECH

CUSTOMER CONCERN -

TECH STS "SERVICE STEERING COLUMN" MESSAGE COMES ON, COLUMN DOESN'T UNLOCK;

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

TECH STS VEH IS A MANUAL, HEARS RELAY CLICK; STS HAPPENS INTERMITTANTLY, CAN CYCLE KEY, WILL WORK; STS CAMPAIGN HAS BEEN DONE ELSEWHERE, HE HAS REPLACED RELAY, NG;

TAC RECOMMENDATION -

TAC DISCUSSED CAMPAIGN 01044A, PI'S A001782A, A000285A WHICH STS IN PART "CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR

EA02-031 / GM22C

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)...
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..."

TECH TO COMPLY, ADVISE...

06/05/2003 09:11:17 HISTORY - THOMPSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5719535	VIN Number:	1G1YY22G0Y6100513
Date Opened:	7/8/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	C39314	Mileage:	39892
Address:	KELLY GRIMSLEY AUTO ODESSA	State:	TX
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—

07/08/2002 16:29:57 SBD TEMPLATE - WILSON

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) DAVID STAVA TECH

CUSTOMER CONCERN -STEERING COLUMN WILL LOCK UP AT TIMES.

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

DLR CANT DUP THIS CONCERN AND IS LOOKING FOR ANY INFO. CAR HAS BEEN JUMP STARTED FOR BATTERY WENT DEAD.

TAG RECOMMENDATION -DLR TO SEE IF CAMPAIGN 01044 FITS THIS CAR. IF NOT

DLR TO PULL FUSE 25 AND WAIT 15 SEC. THEN REINSTALL IT AND TEST DRIVE.

DLR TO ADV WW

07/08/2002 16:29:57 HISTORY - WILSON

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

PORTLAND, OR

CASE NUMBER: 03808814 VIN: 1G1YY22G0Y5102469
MODEL YEAR: 2000
DATE OPENED: 2001-04-11 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-05-10 MILEAGE: 19776
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: WENTWORTH CHEVROLET CO
SRC PARENT: DEALER ADDRESS: 107 SE GRAND AVE, PORTLAND, OR, 97214, USA

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

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

N15 Headlamp Wiring/Switch Other
0 REPAIR ATTEMPT(S) SQUEAK

L01 Fuel System Other
0 REPAIR ATTEMPT(S) fuel tanks

C41 Weather Strip Water Leak
0 REPAIR ATTEMPT(S) water leaks

N01 Electrical General Other
0 REPAIR ATTEMPT(S) electrical problems

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\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_Corpo 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 STATED THAT HE WANTS HIS CALL REPUR, HE HAS HAD NOTHING BUT PROBLEMS WITH THE VEH AND YESTERDAY THE STEERING LOCKED ON HIM WHILE HE WAS WITH A CLIENT. CUST SEEKS REPURCHASE. CRM ATTEMPTED TO CALL DLR AND WASN'T AVAIL. CRM SET UP CALL BACK TIME FOR TUESDAY BETWEEN 3-11PM TRACY WHEELER PDX/CAC; 0; 356056734
2001-04-13

CRM ATTEMPTED TO CONTACT DLR AND SVC MGR WAS UNAVAIL. CRM WILL TRY DLR AGAIN ON TUESDAY. TRACY WHEELER PDX/CAC; 0; 356058042
2001-04-17

CRM CONTACTED DLR AND SPOKE TO SVC MGR WHO STATED THAT THEY FIXED VEH AND CUS WANTS A BUY BACK AND HE TURNED IT OVER TO THE AVM TODAY, WHO WAS CONTACTING THE SELLING DLR. SVC MGR ALSO STATED THAT AVM OF SELLING DLR (WENTWORTH) WOULD BE IN TOUCH WITH CUST SOON. CRM CONTACT CUST AND LET HIM KNOW THAT INFO. CRM ASKED IF CUST HAD ANY MORE CONCERNS AND THANKED HIM FOR CALLING. TRACY WHEELER PDX/CAC; 0; 356396542
2001-04-30

(PRA) Preliminary Repurchase Authorization forwarded to Repurchase CRM, Ardean Miller-Patterson, Jr. ext #58519 see request #03808814 Sheila Moon/Tampa Workflow; 0; 357511110

*****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:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

METAIRIE, LA

CASE NUMBER: 02368289 VIN: 1G1YY2G0Y5102651
MODEL YEAR: 2000
DATE OPENED: 2000-11-28 SERIES: Corvette
DATE CLOSED: 2001-02-13 MILEAGE: 16381
SOURCE: DELIVERY DATE:
BRC TYPE: RFP DEALER NAME: BANNER CHEVROLET INC
BRC PARENT: 01828829 DEALER ADDRESS:

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

M01 Steering General
4 REPAIR ATTEMPT(S)

Other
STEERING LOCKS UP

D09 Electronic Climate Controls
0 REPAIR ATTEMPT(S)

Other
UNKNOWN ELECTRICAL PROBLEMS

C28 Seat Belt System
0 REPAIR ATTEMPT(S)

Other
SEATBELTS MALFUNCTIONING

CHV0042547/ CUST HAS AN ATTY RYAN COX

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

EXECUTIVE SUMMARY

RECEIVED DRA

DECISION MAKER: AVM GERALD L CHALMERS

TRANSACTION: TRADE REPURCHASE

REASON: STEERING RELATED REPAIRS AND CONCERNS

DEALER CONTACT: TAMMY LASSERE, OPERATION MANAGER; 0; 344356112
2000-11-29

CONTACTED AVM LEFT VM; 0; 344356152
2000-11-29

contacted customer advised that i have file and will contact her back.; 0; 344366464
2000-11-29

contacted dealership and left message with tammy lassere.; 0; 344366674
2000-11-30

crm recieved vehicle order request detail from dealership. crm completeing order request for customer assistance and faxing to distribution center for allocation processing.; 0; 344471313
2001-02-07

contacted dealership. vehicle has been received. crm faxed documents . crm advised of documents we need in order to process check request. dealership to fax.; 0; 350416400
2001-02-08

contacted customer advised that we need copy of clear and free title if there are no liens on vehicle.; 0; 350493366
2001-02-13

REPURCHASE SUMMARY:

GM SUPERVISOR SCOTT ROSLAND AUTHORIZED A VOLUNTARY TRADE REPURCHASE DUE TO
STEERING COLUMN LOCK UP MSRP \$46009.00

PURCHASE PRICE.....\$37521.35
PLUS REGISTRATION/LIC FEES.....\$ 169.00
LESS UPGRADE.....\$ 3600.00
LESS DOWNGRADE.....\$ 1659.00
PLUS DLR ADMIN FEE.....\$ 200.00
TOTAL GM COST.....\$35949.35
FAXED TO MSX/MAILED TO RVDC; 0; 350939862

*****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: ADR TRANSACTION: Straight Repurchase
REQUEST TYPE: Non-Mandated
REPURCHASE REASON: steering related repairs

DEALER BAC:
DEALER NAME: BANNER CHEVROLET INC
DEALER ADDRESS: , ,

CONTACT: Sales, TAMMY LASSERE
PHONE NUMBER: 504-245-1630
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK:
MSRP:

DEPRECIATION: 3600.00
UPGRADE: 1659.00 customer is responsible
AFTERMARKET: none
LEASE TERM: none
DAMAGE: none

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL: N

DEALER ADMINISTRATION: N

RELEASE: N

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE: N

LEMON LAW: N

VEHICLE DESTINATION:

LIEN PAYOFF: N

TITLE BRAND: N

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BEC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

02368289

GM

*Business America Center***Fax**

From Jason L. Egan

To MSX

Date February 13, 2001

From 913-808-8001

Phone 800-831-1541 extension 55474

Pages

Re File # C02368289

☐ Urgent☐ For Review☐ Please Comment☒ Please Reply☐ Please Recycle*Please Image*

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST**

<input checked="" type="checkbox"/>	APP	<input checked="" type="checkbox"/>	SKINNED BILL OF SALE ON ORIGINAL VEHICLE
<input checked="" type="checkbox"/>	COPY OF TITLE OR REGISTRATION	<input checked="" type="checkbox"/>	INVOICE ON REPLACEMENT VEHICLE
<input checked="" type="checkbox"/>	WARRANTY HISTORY	<input checked="" type="checkbox"/>	SKINNED SETTLEMENT OFFER LETTER
<input checked="" type="checkbox"/>	CHECK REQUEST FORM	<input checked="" type="checkbox"/>	SKINNED RELEASE AGREEMENT
<input checked="" type="checkbox"/>	KVDC SPECIAL INSTRUCTIONS FORM	<input checked="" type="checkbox"/>	SIGNED DEALER CONFIRMATION LETTER
<input checked="" type="checkbox"/>	INCENTIVE SHUT-OFF REQUEST	<input checked="" type="checkbox"/>	DEALER PROFIT OTHER THAN ADMIN FEE
<input checked="" type="checkbox"/>	KVDC CALCULATION WORKSHEET	<input checked="" type="checkbox"/>	INVOICE FOR ATTORNEY FEES (If Applicable)
<input checked="" type="checkbox"/>	FHA FORM	<input checked="" type="checkbox"/>	REPAIR ORDERS FOR REASON FOR REPURCHASE
<input checked="" type="checkbox"/>	INVOICE ON ORIGINAL VEHICLE		

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	Eve Marie Warner
VIN#	1G1YY2C0YJ102831
Year-Make and Model:	2000 Corvette

LIENHOLDER INFORMATION:

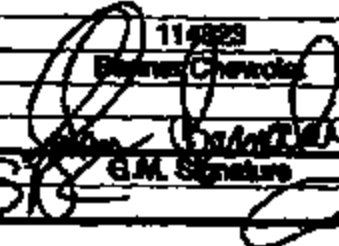
Lienholder Name:	NONE
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip:	
Phone:	
Fax Number:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
For Dealer:	

Additional Information

File Number
C0230898Customer Name
[REDACTED]Worksheet filled out by:
James L. BeyerOld Vehicle VIN:
1G1YY22G0V5148851New Vehicle VIN:
1G1YY22G0V5148852Date:
3/7/01

			Lease Terms: MO MI Lease Usage Mo MI		
1	Accl. 281/237 Vehicle Costs	\$37,521.35	1	Base Price	\$0.00
2	Adjustment to line 1		2	Conversion Price	
3	Conversion Cost		3	Tax	
4	Tax		4	Reg./Lic./Title (opt)	
5	Reg./Lic./Title (opt)	\$160.00	5	Aftermarket Items	
6	Aftermarket Items		6	Finance Charges	
7	Other		7	Incentives (deduct)	
8			8	Total Purchase Price	\$0.00
9	Total Replacement Price	\$37,681.35	9		
10	Usage/Depreciation	\$3,600.00	10	Usage/Depreciation	
11	Damage		11	Damage	
12	Upgrade		12	Over Allowance	
13	Add-Ons		13	Negative Equity	
14	Downgrade (deduct)	\$1,859.00	14		
15			15	Total Deductions	\$0.00
16	Total Customer Cost	\$1,841.00	16		
17			17		
18			18	Total Repurchase Amount	\$0.00
19			19		
20	Total Repurchase Amount	\$35,740.35	20	Total Payoff Amount	
21			21		
22			22	Total Refund to Customer	\$0.00
23			23		
24			24		
25	Estimated Auction Price	\$38,807.20	25	Estimated Auction Price	
26	Projected Loss	\$1,057.85	26	Projected Loss	\$0.00

PAYMENT METHOD

Payee(s)	Amount	Contact(s)	BAC Code	Dealer Name
A Credit to Dealership				
B Check to Customer				
C Check to Lienholder & Customer				
D Check to Lienholder				
E Check to Attorney (1099 info)				
F Check to Other				
<div> <div>114823</div> <div>Bayer Chevrolet</div> <div>  </div> <div>G.M. Signature</div> </div>				
revised 8/14/2000				

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your dealer's Business Resource Group (BRG) to initiate the Process

BUICK
CADILLAC
CHEVROLET
OLDSMOBILE
PONTIAC/GMC



DATE: 2000-Nov-21
DEALER NAME & CITY: 11432M023 Banner Chevrolet, New Orleans, LA
DEALER CONTACT: Tammy Lawrence, Operations Manager
CUSTOMER NAME: WERNER, Ken Marie

504-253-1630
504-253-1530
504-253-1530

CUSTOMER DAYTIME PHONE: 504-253-1530
CAC CASE Number (if available): 11432M023
TAC CASE Number (if available): 11432M023

VEHICLE INFORMATION

OLD VIN

1G1YY22G0Y518351

CURRENT MILEAGE 14,501

NEW VIN

TBD

(if applicable)

CUSTOMER INFORMATION

Mailing Address: Street/P. O. Box

3702 West Magnolia Avenue South

City, State, ZIP

Metairie, LA 70001

Transaction Type: Trade Repurchase ☒ Straight Repurchase ☐ Lease Repurchase ☐

Specific Product Reason for Repurchase: Customer has been in 4 times for sewing related repairs. Customer has lost confidence in vehicle. Customer retained attorney and started NBB process for repurchase. Customer has agreed to a trade/repurchase. This NBB case is being dropped. The customer is now working directly with Tammy Lawrence (Banner Chevrolet). Customer is satisfied with the trade/repurchase offer.

The DEM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRG to finalize with customer/dealer)

Taxes & Fees • Negative Equity • Over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle
- Special Lease Rates and Financing will be allowed on replacement vehicle
- Current GM Card points may be applied on replacement vehicle
- GM Card points will never be refunded in cash

Detail your agreement with the customer on the following items:

Usage/Depreciation: \$1,000.00

Upgrade/Downgrade: (1659.00) per Scott & Melissa this amount should go back to the customer
Equals High lights on contract

Aftermarket Items:

Lease Termination:

Vehicle Damage / Special Instructions: Chevrolet to add in registration/title fee. Fee of \$150.00 on the original vehicle. Usage is based on .28 per mile up to 20,000 miles. Usage based on 18,000 (approx current mileage on vehicle). Replacement allocation requested. Customer to provide clear title at time of transfer. Vehicle subject to inspection at time of transfer. Final numbers subject to actual vehicle purchased. Based on vehicle ordered, the result should be a downgrade. Customer is responsible if the vehicle purchased is an upgrade. Tammy Lawrence, Banner Chevrolet Operations manager (504.253.8433) is the contact person at the dealership should you have any additional questions.

Recommended Disposition of repurchased vehicle:

Scrap ☐ Donate/Auction/NAD Recovery ☒ Other ☐ Explain:

NOTE: DEALER MUST NOT BELIEVE REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRG

Authorization:

Gerald L. Chalmers
Print Name

972 075 8188
VME Mode/Mailing

2000-11-21
Date

800-211-2411

Information on this form must be communicated to the Business Resource Center (BRG) to initiate the Process

Fax To 9131328354661

CERTIFICATE OF TITLE

STATE OF LOUISIANA DEPARTMENT OF PUBLIC SAFETY - OFFICE OF MOTOR VEHICLES

VIN: 1G1ZE5E55D02611			TITLE NUMBER: A2607051		DATE ISSUED: 07/20/1999	
MAKE: CYC	MODEL: 83	COLOR: SIL	YR: 2000	DATE ACQUIRED: 08/13/1999	COUNTY: 10	REG: N

HAZEL, TS

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1344

19760459

Feb 07 01 03:48P D & H Associates

804-095-8884

1.4

**"SEE REVERSE SIDE
FOR IMPORTANT
INFORMATION"**

DECLARATION OF PREPARATION
AND
TAXPAYER FOR FORM 990-BE (2012)

U.S. DEPARTMENT OF
JUSTICE
FEDERAL BUREAU OF INVESTIGATION
WASHINGTON, D. C. 20535



H. Grabert

[illegible]

2000 CORVETTE COUPE
 13U SILVER SKRIBING METALLIC /V80
 92I MID GRAY INTERIOR TRIM
 ORDER NO. BRAJ2C/TRE STOCK NO.
 VIN 1G1YY22G0Y5102651

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 1AD31693434
 *****GA*****13*240238

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	38895.00	34033.13	INVOICE 08/11/99
AAB MEMORY PACKAGE	150.00	129.00	SHIPPED 08/11/99
AG2 SIX-WAY POWER PASSENGER SEAT	305.00	262.30	KXP I/T 08/18/99
AG9 ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES	700.00	602.00	INT COM 08/18/99
B34 COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00	21.50	PFC EFF 08/11/99
B84 BODY SIDE MOLDINGS	75.00	64.50	KEYS NJ02 NJ02
3J2 AIR CONDITIONING-ELECTRONIC DUAL ZONE	365.00	313.90	NFP-P QTR OPT-1
32L DUAL REMOVABLE ROOF PANELS	1100.00	946.00	BANK: GMAC - 039
342 REAR COMPARTMENT LUGGAGE SHADE AND PARCEL NET	50.00	43.00	CHG-TO 24-023
PH9 FEDERAL EMISSIONS	N/C	N/C	SHIP WT: 3238
P45 SELECTIVE RAIL TIME DAMPING	1695.00	1457.70	HP: 49.7
392 PERFORMANCE AXLE RATIO	100.00	86.00	GMB: 38869.50
IL4 ACTIVE HANDLING SYSTEM	500.00	430.00	DAN: VET45
LS1 5.7L LITER SPI, V8	0.00	0.00	MEMO 2271.45
EO0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	
337 STEERING COLUMN - POWER TELESCOPING & MANUAL TILT	350.00	301.00	
32 TWILIGHT SENTINEL	60.00	51.60	
36 FOG LAMPS	69.00	59.34	
IV6 HEAD UP DISPLAY	375.00	322.50	
118 COMPACT 12 DISC CHANGER, REMOTE	600.00	516.00	
449 LICENSE PLATE FRAME	15.00	12.90	
1G0 FRONT TIRE-P245/45R17 BW SBR	N/C	N/C	
1G1 REAR TIRE-P275/40XR18 BW SBR	N/C	N/C	

TOTAL MODEL & OPTIONS	45429.00	39652.37	ACT 231 38869.50
ESTIMATION CHARGE	580.00	580.00	H/B 261 1362.87
DEALER CO-OP ADVERTISING		454.29	ADV 261 454.29

TOTAL	46009.00	40686.66	PAY 310 40686.66
END: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		38740.36	

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

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

ADDER CHEVROLET, INC.

REMIT TO GMAC NO. 039
 VIN 1G1YY22G0Y5102651
 \$ 40686.66 INV 1AD31693434
 TMM 08/18/99 DMAIL 24-023

FORM 11/92



FROM CHEF MONTAUR HWY. • NEW ORLEANS, LA. 70108 • 846-8000

Building
A
New
Name
Everyone
Respects

PURCHASER: [REDACTED] DATE: 11/21/00

ADDRESS: [REDACTED] PHONE (H): [REDACTED]

CITY: METairie PARISH: JEFF STATE: LA ZIP: [REDACTED]

FAX: [REDACTED] E-MAIL ADDRESS: [REDACTED]

PLEASE WRITE MY ORDER FOR CASH NEW RENT USED STOCK NO. Y0110

YEAR: 2000 MAKE: CHEVROLET MODEL: CORVETTE CYL: 6 BODY STYLE: 2DR

VIN: 1G1Y2280Y6102651 DRIVER'S LICENSE: 015794784

DOB: 04/04/73 DATE OF BIRTH: 12/16/64

MILE: 10 COLOR: SILVER 1SU CYLINDER: 6 SALE PRICE: [REDACTED]

IN SERVICE DATE: [REDACTED]

FPD: 22 MAR 1999

Referral for [REDACTED]
John [REDACTED]
CK# 418409

SALE TAX (209.17)

TOTAL CASH DELIVERY PRICE: 42999.00

LESS TRADE ALLOWANCE: 14000.00

TAX CREDIT: Y N SUBTOTAL: 28999.00

SALE TAX: 1400.00 REG: 1400.00 3000.00

NOTARY FEE AND ADMINISTRATIVE FEE: [REDACTED]

CITY: STATE: ZIP: SUBTOTAL: 31399.00

TELEPHONE: [REDACTED] FROM: [REDACTED] TOTAL: [REDACTED]

ACCOUNT: [REDACTED] FROM: [REDACTED] CASH: [REDACTED]

VERIFIED BY: TO: FROM: 12/14/99 \$27500 DOWN: 27500.00

PAYOFF GOOD UNTIL: SUBTOTAL: 31399.00

TRADE-IN INFORMATION: YES NO MAKE: CHEVROLET PAY OFF ON TRADE: N/A

MODEL: CORVETTE DOORS: 2D CYL: 6 TOTAL BALANCE DUE: [REDACTED]

VIN: 1G1Y2280Y6102652 MSRP: 37,999 FROM: [REDACTED] 3666.72

COLOR: BLK ROSE MSRP: 44257 FROM: [REDACTED] LESS HOLDER FEE: [REDACTED]

When you sign this form, you are certifying that the vehicle listed herein is owned by you and is free of all liens and encumbrances.

WARRANTY: This vehicle is warranted by the manufacturer for a period of 3 years or 50,000 miles, whichever comes first. The warranty is limited to defects in materials and workmanship. It does not cover damage caused by accidents, misuse, or neglect. The dealer is not responsible for the condition of the vehicle after it has been sold.

DISCLAIMER: This document is not a contract. It is only a statement of the dealer's policy. The actual terms of the sale are set forth in the sales contract. The dealer is not responsible for the condition of the vehicle after it has been sold.

SALES PERSON: GERALD CHALMERS 9106272

SALES MANAGER: [REDACTED]

THIS ORDER IS NOT VALID UNLESS SIGNED
AND ACCEPTED BY THE MANAGER

SALES MANAGER'S SIGNATURE

NO 01 000

2001 CORVETTE COUPE
41U BLACK /V8G
193 BLACK LEATHER TRIM SEATING
ORDER NO. CEDW69/BRN STOCK NO.
VIN 1G1YY22G915120412

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 1AD63730526
*****PY*****13*240238

MODEL & FACTORY OPTIONS	MRP	INV AMT	RETAIL - SOLD
1YY07 CORVETTE COUPE	40080.00	35070.00	INVOICE 01/30/01
B84 BODY SIDE MOLDINGS	75.00	64.50	SHIPPED 01/30/01
CC3 TRANSPARENT LIFT-OFF ROOF PANEL	750.00	645.00	EXP I/T 02/07/01
F89 50-STATE LOW EMISSION VEHICLE	N/C	N/C	INT COM 02/07/01
L81 3.7L LITER SFI V8 - 350HP	0.00	0.00	PRC HFF 01/30/01
MX0 4-SPD. AUTO. TRANS. W/OVERRIDE	0.00	0.00	KWTS 8074J 8074J
UN0 AM/FM STEREO W/CD PLAYER	100.00	85.00	WFP-F QTR OPT-1
XG6 FRONT TIRE-P245/45R17 BW SHR	N/C	N/C	HARK: GMAC - 084
YGH REAR TIRE-P275/40R18 BW SHR	N/C	N/C	CRG-TO 24-023
19C CORVETTE COUPE PREFERRED	2700.00	2322.00	

EQUIPMENT GROUP 2:
* DUAL ZONE AIR CONDITIONING
* FOG LAMPS
* LUGGAGE SHADE AND PARCH. NET
* MURCHY PACKAGE
* ADJUSTABLE SPORT BUCKET SEAT
* POWER PASSENGER SEAT
* TWILIGHT SENTINEL
* ELECTROCHROMIC MIRRORS:
ISV & LH OSV
* HEAD UP DISPLAY
* STEERING: POWER TELESCOPING
& MANUAL TILT STEERING COLUMN

SHIP WT: 3164
HP: 48.7
GMS: 37521.35
SUPPLR: 39022.20
DAN: FWKJT
MEMO 2185.25

TOTAL MODEL & OPTIONS	43705.00	38187.50	ACT 231	37521.35
DESTINATION CHARGE	645.00	645.00	R/B 261	1311.15
DEALER CO-OP ADVERTISING		437.05	ADV 261	437.05

TOTAL	44350.00	39269.55	PAY 310	39269.55
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		37357.20		

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

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

HANOVER CHEVROLET, INC.

REMIT TO GMAC NO. 084
VIN 1G1YY22G915120412
\$ 39269.55 INV 1AD63730526
DOB 02/07/01 DEALER 24-023

FEB 13 2001 14:04 FR

TO 913132835001

P.12/23

804 248 1833

P.05

Feb 07 01 08:40p

D & A Associates

804-888-8884

p.2

PRO-87-81 08:40 PM TAMMY LAGERS

804 248 1833

P.02

100 ST JIM 05/30/01

TO ALBANY 05/30/01

Genuine Chevrolet

February 7, 2001

MARTIN, LAMAR

REPLENISHMENT OFFER

Sales Department of MORTYSON/CHRYSLER

Dear [REDACTED]

We regret that you are dissatisfied with your 2000 Corvair and that we attempt to replace your unwanted love and end your disappointment.

This offer to replace your 2000 Corvair with a replacement vehicle is being made up as an effort to keep you a satisfied Chevrolet customer. Chevrolet will credit you for a 2001 Corvair. Your credit will be \$5,000.00 plus any cash, state tax and/or dealer-ship fees associated with the transaction. This offer is subject to, by using the following figures:

Usage
Last 12 months

01/01/01
01/01/01

TOTAL COST TO CUSTOMER

01/01/01

Please return this statement to the dealer (800) 888-8884 or the address below by 02-23-2001. The conditions of the replacement offer are as follows:

- the vehicle to be given any structural damage or alterations which impact its resale value
- all factory installed equipment are intact and functional
- a General claim will be provided at the time of replacement
- a "Transfer of Ownership" form is signed at the time of replacement and only for the replacement of the replaced Chevrolet
- an "Outstanding Statement" is signed at the time of the replacement (provided by Chevrolet)
- actual mileage does not exceed 24,000 miles at the time the replacement is received
- this offer is contingent upon the approval of your participating dealership
- all state tax and/or dealer-ship fees are applicable towards this transaction
- the replacement vehicle agreement is signed and returned with this offer letter

If this vehicle replacement offer is acceptable, please sign the bottom of this letter and return it to my attention via the dealer above or the address below. Your receipt of your signed agreement, a check will be prepared and forwarded to Dealer Chevrolet. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's action. I can be reached at (800) 231-1841 ext. 1000 if you have any questions or concerns.

Sincerely,



Robert Bennett, Dealer

Customer Name: [REDACTED] is making for his "Wagon" subject of [REDACTED] along this vehicle. The Wagon 01/01/01.

02/07/01

Sincerely,

Don

Chevrolet Dealer

General Motors Corporation, 1000 International, 1404 John A. Pope Drive, Lincoln Park, NJ 07035

Feb 07 01 09:48p

D & H Associates

FEB-07-01 03:01 PM TERRY LAGGERS

004-000-0004

004 040 1333

P.3

P.03

FEB 07 2001 15:13 FR

TO 0040233003 P.03/04

RELEASE AGREEMENT

The undersigned, (I/we) Roy Mario Wagner (Salmon), and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 2000 Chevrolet, VIN 1G1ET2000Y000000000, owned by the undersigned. Therefore, in full consideration of this made by General Motors Corporation to release, for himself, his/her predecessor, successors, heirs, assigns, administrators, agents or any representatives, jointly release and forever discharge Chevrolet and General Motors Corporation, their subsidiaries, divisions, officers, directors, employees, agents and assigns, and any individual General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, liabilities, damages, liabilities, costs of expenses, including reasonable attorneys fees or other costs, which Salmon might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or connected with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Salmon agrees to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undisturbed by accident or any other manner including recalculation upon receipt of the above mentioned released funds.

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

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

Salmon has read all of this Release Agreement and hereby fully understands the terms and conditions and he/she has signed the Release Agreement voluntarily.

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

This Release Agreement is executed this 07 day of 02, 2000

Salmon: 

FEB 07 2001 18:35 FR

Dealer Confirmation Letter

CHEVROLET DIVISION

5701 East Hillsborough Avenue, Suite 2300

Tampa, FL 33610

Phone (800) 231-1841 extension 58474

TRADE REPURCHASE AGREEMENT BETWEEN CHEVROLET AND ITS DEALER PARTNER

[G1YY22G915120412, thank you for enrolling Chevrolet in the trade repurchase for our mutual customer.

Customer's Name:

File Number:

C02508289

Original Vehicle VIN:

1G1YY22G0Y1102651

Replacement Vehicle VIN:

1G1YY22G915120412

Selling Price of Replacement Vehicle:

\$37,521.35

Amount Customer Pays to Dealership:
(Plus any tax, title, license and dealer fees)

\$1,541.00

Amount Chevrolet Pays to Dealership: \$35,740.35
(\$200.00 Dealer Processing Fee to be paid as a warranty credit, via W.I.N.S.)

No cash back incentives or rebates of any kind are applicable to this transaction.

The Chevrolet Dealership agrees to make the necessary arrangements with the above referenced customer's lending institution to transfer their collateral from the original VIN to the replacement VIN.

If you are in agreement with the above offer, please sign below and return a copy to my attention at the following fax number: (813) 635-4041.


Dealership Management Agent's signature and title


Date


Dealership Management Agent's printed name and title


Date

BAC Code: 114323


Authorized Chevrolet BAC Representative signature


Date

Jason L. Burns
Printed Chevrolet BAC Representative printed name

02-07-2001
Date

0477



facsimile
TRANSMITTAL

to: JASON EXUM
fax #: 813-635-4061
re: EVE WEINER
date: 2/7/01
pages: 5

comments:

JASON -

Thanks for all of your help.
[redacted] is going out of town on the
14th. If there is any way to
get the final paperwork before then.

Thanks,
Tanny

From the desk of:
Tanny Lassere
Operations Manager
Banner Chevrolet
2809 Chef Menteur Highway
New Orleans, LA 70128
804-221-8439
Fax: 804-221-8233
Email: tlassere@bannercv.com

Vehicle Order Management Constraints

Division: CHEVROLET Model Year: 2001 Allocation Group: VET
BAC: 00000114323 Target Production Date: 01/15/2001

1-30-2001

Constraint	Description	Allocation	Level	Target quantity	Placement
00481 VET	1Y467 CONVERTIBLE CONSTRAINED	SLD Retail Sold	DISTRB	98	2
00486 VET	1Y467 & 79U CONSTRAINED	SLD Retail Sold	DISTRB	327	2
00488 VET	1Y467 & 86U PAINT CONSTRAINED	SLD Retail Sold	DISTRB	341	2
01232 VET	1Y407 & 79U CONSTRAINED	SLD Retail Sold	DISTRB	346	2
01233 VET	1Y407 & 86U CONSTRAINED	SLD Retail Sold	DISTRB	320	2

16144228915120412

Finisher

Not Released to carrier

22-01

Retail Allocation

Y407



1-15-2001

Tampa
Chris H.

Via

1-29

VME

3300 Event Center

Bobby

Josue Esp

Handwritten signature

CZDN69

GENERAL MOTORS
BUSINESS RESOURCE CENTER

FACSIMILE TRANSMITTAL SHEET

TO	FROM	
VSSM Allocation Group	Chris Holman	
COMPANY	DATE	
	11/30/00	
FAX NUMBER	TOTAL NO. OF PAGES INCLUDING COVER	
313-667-3916 / 4050	4	
PHONE NUMBER	SENDER'S PHONE NUMBER	
	813-635-4137	
RE	SENDER'S FAX NUMBER	EMERGENCY FAX
Jason Evans	813-635-4061	813-635-4051

☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS

Hi Folks, Here are some more allocations. Could you return the fax with the updates, Please?

Thanks For Your Help,

Chris Holman

1000 status

into

FAX
11/30/00

* This is the sold order for a Corvette
You have spoken to Chris Holman about.
THANK YOU FOR YOUR ASSISTANCE
JASON

General Motors Vehicle Order Request for Customer Assistance

To be completed by member of Market Area Team

Date: 11-30-2000Area Manager: Gerald L. Chalmers

Market Area Manager: _____

Dealership: BANNER Chevrolet City: New Orleans State: LADealership BAC: 0000114323Customer Assistance Case Number: C02308289 Customer Name: XXXXXXXXXXRequest for: ☒ Sold Order Request ID # C23011A or ☐ Allocation Adjustment: ☐Vehicle: Year: 2001 Make: Chevrolet Model: Camaro Coupe / 1Y107**Attachments Required:**

- FRA
- Properly Completed Dealer Order Form
- Invoice of Dealer Inventory Vehicle Used for Trade In for Inventory Replacement

Area Manager Signature: Chris Holman

To be completed by Regional Customer Activities Department:

Region Requesting: BRC - REPURCHASEDate: 11-30-2000BREM or Customer Activities Mgr. JASON L EXUMBREM or Customer Activities Mgr. Phone # 800 231 1841 EXT. 58474BREM or Customer Activities Mgr. Signature: [Signature]

To be completed by Car Distribution Regional Liaison:

Liaison Name: _____ Order Processed: YES ☐ NO ☐

Request ID # _____ Date Approved: _____

For Allocation Adjustment ☐ For Sold Order ☐

If "NO", comments as to why not possible: _____

Attention Customer Activities Manager - Please fax completed form to the Region at: _____

Vehicle Order Request Detail

Order Information

Vehicle order number: GZDN68
Division: CHEVROLET
Order type: SRV-Retail Sold - Req for Order
Allocation group: VET

Vehicle identification number:
Dealer assigned number: EVDJUT
Model year: 2001
Original request id: GZDN68

Order Content

Model: 1YY07-Corvette Coupe
Package: 18C-Preferred Equipment Group 2
Transmission: M00-Transmission, 4 Speed Automatic
Engine: LS1-Engine, 5.7 Liter V8 300, GM
Trim: 193-Black Leather
Color1: 41U-Black
Color2:
TPW:
Pattern:
Order options: AAB-Memory Package
B64-Body Side Moldings
C03-Roof Top, Blue Transparent
C00-Mirrors, Electrochromic
PEB-Federal Emission Requirements
UN0-Radio, Delco/Bose ETR AM/FM Stereo CD

Special Paint

Special paint scheme:
No information about special paint location and paint code.

Special Instruction

No information about special instruction.

Customer Information

Name: [REDACTED]
Address: [REDACTED]
City: METAIRIE State: LA Zip: [REDACTED]
Phone: [REDACTED]

Production Detail

Vehicle product code: Y
User submitted number:
FBO number:
MSRP:
GAWR - front: 00000.00
GAWR - rear: 00000.00
GVWR: 00000.00

Production Request Information

SFO indicator:
Primary requested TPW: 12/11/2000
Secondary requested TPW:
CPL:
Manual TPD:

GM Business Associate Information

Charge-to business function code: 00001
Order through IAC: 00000114329
Dealer stock number:
Contact name:
Contact phone:

Ship-to IAC: 00000114329
Ship-to business function code: 00001

11/17/2000 6:07:03 PM

Charge-to business function code: 00001
Order through BAC: 00000114323
Dealer stock number:
Contact name:
Contact phone:

Ship-to BAC: 00000114323
Ship-to business function code: 00001

11/17/2000 5:07:03 PM

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Jason L. Exum
DEPARTMENT: Business Resource Center
CUSTOMER: XXXXXXXXXX
FILE NUMBER: C02368289
OLD VEHICLE VIN: 1G1YY22G0Y5102651
REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 24023
BRAND: CHEVROLET (13)
NEW VEHICLE VIN: 1G1YY22G915120412
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

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

CASE NUMBER: 03987333 VIN: 1G1YY22G0Y5102665
MODEL YEAR: 2000
DATE OPENED: 2001-04-27 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-04-27 MILEAGE: 10700
SOURCE: Phone DELIVERY DATE:
BRC TYPE: NO DEALER NAME: LOU BACHRODT CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 1801 W ATLANTIC BLVD, POMPANO BEACH, FL, 33069, USA

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

M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Other COLUMN STEERING LOCKS
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction CUSTOMER SATISFACTION
B50 Roadside Assistance Complaint 1 REPAIR ATTEMPT(S)	Customer Satisfaction HUNG UP THE PHONE

MAINTENANCE ON VEH

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

CUST STATES THAT HE HAD HIS VEH TOWED TO THE CORVETTE INDEPENDENT DEALER AND THAT HE HAD TO RENT A LOANER VEH UNTIL THE PARTS COMES IN AT HIS INDEPENDENT. CUST STATES THAT THE STEERING COLUMN LOCKED UP ON THE VEH. CUST STATES THAT HE HAS HAD TO RENT A LOANER VEH. CUST STATES THAT HE AND 14 OTHER FRIENDS WILL HAVE TO FILE A LAW SUIT.
CUST SEEKS TO KNOW IF THE COLUMN STEERING DEFECT WILL BE RECALLED AND WHY IT HAS NOT BEEN DONE AS OF YET.
CRM ADVISED CUST THAT IN ORDER TO RECV ASSISTANCE FROM CAC IT WILL HAVE TO BE TOWED TO A CHEV DEALER, BUT I WILL TRANSFER TO TIER 2 SO THAT THEY CAN TAKE OWNERSHIP OF THE FILE UNTIL HE GETS THE VEH TO CHEVY DEALER.; 0; 357257767
2001-04-27

RESUMED BY MISTAKE

KAYTRINA GLENN/TIER 1/TAMPA; 0; 357259698
2001-04-27

CUST STATES THAT HE WOULD LIKE TO KNOW WHAT THE PROPER MAINTENANCE IS ON THE DIFFERENTIAL. CUST SEEKS TO HAVE CAC CONTACT THE DEALERSHIP ON HIS BEHALF, BUT NOT NOTIFYING THE DEALER THAT HE IS THE PERSON THAT WANTS TO KNOW.
CRM ADVISED CUST THAT I WILL ADVISE TIER 2 OF HIS REQUEST.
KAYTRINA GLENN/TIER 1/TAMPA; 0; 357259954
2001-04-27

crm resumed for clarification of the file
kaytrina glenn/tie 1/tampa; 0; 357260240

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4848832	VIN Number:	1G1YY22G0Y5104190
Date Opened:	6/28/2001	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B28231	Mileage:	20840
Address:	BILL HARRIS CHEVROLEASHLAND	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING WON'T UNLOCK INTERMITTENT AD

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/28/2001 13:47:21 SBD TEMPLATE - STRETLIEN

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

06/28/2001 13:47:21 HISTORY - STRETLIEN

RICK HOUSER TECH

CONCERN; STEERING COLUMN WON'T UNLOCK INTERMITTENTLY

TECH STATES; EVERYTHING SEEMS TO FUNCTION OK AFTER HE MOVED THE
TELESCOPIC INWARDS

TAC DISCUSSED 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 YB08 (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 BETWEEN OLD & NEW PARTS. ANY PARTS OBTAINED FROM
GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

GM RESTRICTED

361706

CASE NUMBER: 04128939 VIN: 1G1YY22G0Y5104304
 DATE OPENED: 05/09/01 MODEL YEAR: 00
 DATE CLOSED: 05/09/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 14500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BITON , MI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04128939 VIN: 1G1YY22G0Y5104304
 MODEL YEAR: 2000
 DATE OPENED: 2001-05-09 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-05-09 MILEAGE: 14500
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: CHAMPION CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 3127 W TENNESSEE ST., TALLAHASSEE, FL, 32304, USA

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

N01 Electrical General	Other
3 REPAIR ATTEMPT(S)	VARIOUS ELECTRICAL PROBLEMS
N40 Power Windows Motor/Switch/Wiring	Other
2 REPAIR ATTEMPT(S)	TURNS ON AND OFF FOR NO REASON
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKS UP FOR NO REASON
M40 Steering Wheel	Other
0 REPAIR ATTEMPT(S)	LOCKS UP
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	LOCKS UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)

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

361706

* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]
 * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.htm]]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 1) Review warranty history on "VIN Profile" tab
 2) Contact appropriate Service dealership to discuss
 3) Determine if TAC was previously contacted or is now necessary
 4) Establish & document a diagnosis and repair plan
 * Coordinate with dealership to assist with customer's repair request
 * Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase
 Link RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle
 repurchase.htm]]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

CUST STATES THAT HE HAS ELECTRICAL PROBLEMS THAT ARE COMPOUNDING, NOW THE STEERING WHEEL
 LOCKS UP, LAST MONTH THE WINDOWS WOULD GO UP AND DOWN ON THEIR OWN AND THE SHOCKS HAD A
 PROB. CUST SEEKS TO SPEAK WITH THE AVM.
 JOHN BORDER/CAC/PDX; 0; 358287991
 2001-05-09

CRM ADVISED THAT I IF I GET A HOLD OF THE AVM I CAN'T GUARANTEE THAT HE WILL BE
 CONTACTED BY HIM. CRM RECOMMENDED THAT HE GO THROUGH THE DEALERSHIP. CUST STATES THAT THEY
 REFERRED HIM HERE. CRM CALLED DUANE THE SERVICE MANAGER. DUANE SAID THAT HE WOULD NEED TO
 HAVE AN OPEN RO. DUANE SAID TO HAVE THE CUST BRING IT IN AND THEN HE WILL CALL THE AVM.
 CRM ADVISED CUST OF THIS. CUST STATES THAT HE WILL CALL THE DEALER.
 JOHN BORDER/CAC/PDX; 0; 358288537

*****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:

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

361706

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

GM R E S T R I C T E D

361706

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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Olive Branch

MS

HOME PHONE:

CASE NUMBER: 1-130402404 VIN: 1G1YY22G0Y5107199
MODEL YEAR: 2000
DATE OPENED: 2003-08-14 SERIES: Corvette
DATE CLOSED: 2003-08-26 MILEAGE: 46000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: All-Star Chevrolet Geo, Inc.
BRC PARTS: DEALER ADDRESS: 7240 Craft-Goodman Rd, Olive Branch, MS, 38654-
1028, USA

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

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

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

Recall; ; 2003-08-14
2003-08-14

Service Request Ownership has changed FROM: TEMPNEVA TO: PETERSON; ; 2003-08-14
2003-08-14

Cust Seeking to set up tow for his veh; ; 2003-08-20
2003-08-14

CRM Calling to follow up with cust; ; 2003-08-14
2003-08-15

Follow up with DLR Friday; ; 2003-08-20
2003-08-18

CRM Calling to follow up with Cust about potentially rain for towing and Expense of repair; ;
2003-08-20
2003-08-19

CRM Calling to follow up with cust; ; 2003-08-19
2003-08-20

CRM to follow up with DLR; ; 2003-08-20
2003-08-20

CRM to follow up with Cust; ; 2003-08-20
2003-08-20

CRM Calling to follow up with SVC MGR; ; 2003-08-20
2003-08-20

CRM Called to follow up with cust; ; 2003-08-20
2003-08-26

CRM To follow up with Cust; ; 2003-08-26
2003-08-21

CRM Called AVN to leave MSG in relation to this concern; ; 2003-08-21
2003-08-25

AVN Update; ; 2003-08-25
2003-08-26

CRM Calling to follow up with cust; ; 2003-08-26
2003-08-26

Service Request has been Closed Dissatisfied.; ; 2003-08-26

*****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:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] CHARLOTTE NC [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05375457 VIN: 1G1YY22G0Y5107820
MODEL YEAR: 2000
DATE OPENED: 2001-08-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-24 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CITY CHEVROLET
BRC PARENT: DEALER ADDRESS: 5101 E INDEPENDENCE BLVD., CHARLOTTE, NC, 28212, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CORR RECEIVED 8/22/01
M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKS
T19 Campaign Correction Required Customer Satisfaction
0 REPAIR ATTEMPT(S) 01044

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.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*****

CSI RECEIVED 8/22/01
CUSTOMER STATES ON SURVEY COMPLETELY SATISFIED WITH DEALERSHIP AND VEHICLE. CUSTOMER ONLY CONCERN WITH THE VEHICLE IS THAT THE STEERING COLUMN LOCKS FOR NO REASON AND CUSTOMER BELIEVES IT SHOULD BE A CAMPAIGN. CRM TO ADVISE CUSTOMER THERE IS AN OPEN CAMPAIGN ON VEHICLE, ITS NUMBER IS 01044 AND HAS TO DO WITH THE ELECTRONIC LOCK ON THE STEERING COLUMN.
JENESSA MCCATHRON/CAC/PDX; 0; 367336491
2001-08-23

CRM MAKE 1ST ATTEMPT TO CONTACT CUSTOMER. CRM LEFT A MESSAGE FOR CUSTOMER TO CALL CAC WITH REQUEST NUMBER. CRM LEAVE NOTES, AND CHECK FILE ON FRIDAY AUGUST 24, 2001 BETWEEN 5:30-7:30AM PST AT [REDACTED] JENESSA MCCATHRON/CAC/PDX; 0; 367430029
2001-08-23

NEXT CRM IF CUSTOMER CALLS IN PLEASE TAKE OVER FILE AND ASSIST AS NECESSARY. CUSTOMER IS COMPLETELY SATISFIED WITH EVERYTHING EXCEPT THAT THE STEERING COLUMN LOCKED. PLEASE SEE

IF CUSTOMER IS AWARE OF THE CAMPAIGN ON HIS VEHICLE. JENESSA MCCATHERN/CAC/PDX; 0;
367430094
2001-08-24

CRM MAKE 2ND ATTEMPT TO CONTACT CUSTOMER AT WORK NUMBER PROVIDED BY WIFE AT HOME NUMBER. CUSTOMER STATES HE IS AWARE THAT THERE IS NOW A CAMPAIGN OPEN ON HIS VEHICLE. CUSTOMER STATES HE IS NOT GOING TO HAVE CAMPAIGN PERFORMED AND INSTEAD HE HAS CHOSEN TO INSTALL AN AFTER MARKET BYPASS. CUSTOMER SEEKS TO HAVE CONCERNS DOCUMENTED REGARDING TH STEERING COLUMN LOCKED AND THAT HE DOES NOT WANT TO HAVE CAMPAIGN DONE. CRM ADVISED GM IS RECOMMENDING THE CAMPAIGN TO BE PERFORMED AND WE WILL BE HAPPY TO DOCUMENT CONCERNS. CRM IS CLOSING CUSTOMERS FILE AS NO FURTHER ASSISTANCE IS NEEDED. JENESSA MCCATHERN/CAC/PDX; 0;
367516157

*****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 HAC:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



Service Satisfaction Survey

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

Charlton, Inc.

Home telephone:

Change to 1

Please provide us with your preferred email address:

Dear Mr. William C. Bennett:

Our records indicate that you had your 2000 Corvette serviced at City Chevrolet on June 30, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at City Chevrolet.

Summary

David L. Viskochil

Director - Customer & Relationship Services

Introduction

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JUNE 28, 2001, COMPLETE THE SURVEY. ****

About Your Chevrolet Dealer's Service Department

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

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Requested |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| 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"/> | |
| | Yes | No | Does Not Apply/Not Requested | Does Not Apply/Not Requested | | |
| 6. Were you offered transportation options?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Requested | Does Not Apply/Not Requested | Does Not Apply/Not Requested | |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Requested | Does Not Apply/Not Requested | Does Not Apply/Not Requested | Does Not Apply/Not Requested |
| 8. Was your vehicle ready by the original time promised?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Requested | Does Not Apply/Not Requested | Does Not Apply/Not Requested | |

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with City Chevrolet?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 2000 Corvette?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your service?.....
- GENERAL WORKS - THE PROGRAM WAS THE STERLING COLUMN LOCKED UP FOR NO APPARENT REASON. THIS WAS A KNOWN PROBLEM FOR A NUMBER OF YEARS BUT GM HAS FAILED TO ACKNOWLEDGE IT AS A ISSUE A RISK!**

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1028

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

Please return this questionnaire in the self-addressed, postage-paid envelope provided. CHEVROLET MOTOR DIVISION, P.O. BOX 10022, TOLEDO, OH 43686-0022

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6865878	VIN Number:	1G1YY22G0Y5110362
Date Opened:	11/26/2002	Model Year:	2000
Date Closed:	11/29/2002	Series:	Corvette
Dealer Code:	B20265	Mileage:	22000
Address:	TOM BELL CHEVROLET REDLANDS	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING WHEEL CAMPIAN 01044

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/28/2002 17:31:10 SBD TEMPLATE - MEISSNER

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) JACK MOSMEN TECH

CUSTOMER CONCERN - STEERING WHEEL LOCK UP.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH CALL ON CAMPAIGN 01044 FOR THE CORRECT PART NUMBER IN THE CAMPAIGN. TECH STATED CAR HAS MANUAL TRANS AND WANTING TO KNOW IF PART NUMBER 88952428 IS CORRECT.

TAC RECOMMENDATION - TAC ADVISED THAT PART NUMBER 88952428 IS FOR MANUAL TRANS PER CAMPAIGN 01044. TAC ADVISED TO CALL BACK.

11/28/2002 17:31:10 HISTORY - MEISSNER

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

FORT ORANGE

FL

HOME PHONE:

CASE NUMBER: 06810928

VIN: 1G1YY22G0Y5111768

DATE OPENED: 2002-05-02

MODEL YEAR: 2000

DATE CLOSED: 2002-05-02

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 17000

BRC TYPE: Yes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: JON HALL CHEVROLET INC

DEALER ADDRESS: 551 N NOVA RD, DAYTONA BEACH, FL, 32114, USA

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

A01 Open Campaign
0 REPAIR ATTEMPT(S)Special Policy
01044A04 Possible Safety Concern
0 REPAIR ATTEMPT(S)Special Policy
STEERING COLUMN LOCK UPM41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Inoperative
LOCK UPA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Special Policy
CAMPAIGNH01 Brakes
0 REPAIR ATTEMPT(S)Loose
EMERGENCY BRAKES

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request

[[Campaign Status Request RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]

Notification of open campaigns or special policies.

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

CUST STATES IS ORIGINAL OWNER OF A 2000 CHEVROLET CORVETTE PURCHASED AT JON HALL CHEVROLET INC W/CURRENTLY 17000. CUST STATES THAT HE KEEPS GETTING A CAMPAIGN NOTICES IN THE MAIL FOR CAMPAIGN 01044. CUST STATES THAT HE HAS HAD HIS STEERING COLUMN REPAIRED A YEAR AGO. CUST STATES THAT HE DOES NOT KNOW WHY HE KEEPS GETTING CAMPAIGN NOTICES. CUST SEEKS TO KNOW WHAT TO DO ABOUT THE CAMPAIGN. CRM ADVED CUST WOULD CALL DLR AND SPEAK TO ASSISTANT SVC MGR, RALPH MCCAFFREY. ASSISTANT SVC MGR STATES THAT HE WOULD CHECK AND SEE IF THERE WAS AN UPDATED PART FOR HIS VEH. ASSISTANT SVC MGR STATES THAT IF THERE IS AN UPDATED PART HE WOULD CALL CUST AND TELL HIM TO BRING VEH IN. ASSISTANT SVC MGR STATES THAT HE WILL TAKE CARE OF CUST. CRM ADVED CUST OF THE INFO FOR THE ASSISTANT SVC MGR. CUST STATES THAT HIS EMERGENCY BRAKES DOES NOT WORK PROPERLY. CUST STATES THAT HE LET THE DLR KNOW THIS LAST WEEK. CUST STATES THAT THE DLR SAID IT WOULD TAKE AN HOUR TO DO THE WORK...CONTINUED...; 0; 389202546
2002-05-02

...CONTINUED...CUST STATES HE DID NOT WANT TO WAIT THAT LONG SO HE LEFT. CRM OFFERED TO ASSIST CUST WITH THIS CONCERN AND CUST DECLINED. CUST SATISFIED. COREY JACKSON/CARB/TPA; 0; 389202687

*****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:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0

MSRP:

MSRP: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAME:
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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

FORT ORANGE

FL

HOME PHONE:

CASE NUMBER: 04762604

VIN: 1G1YY22G0Y5111768

MODEL YEAR: 2000

DATE OPENED: 2001-07-02

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-07-24

MILEAGE: 11000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JON HALL CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 551 N NOVA RD, DAYTONA BEACH, FL, 32114, USA

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

N01 Steering General
0 REPAIR ATTEMPT(S)

Other
LOCKED UP

C07 Window
1 REPAIR ATTEMPT(S)

Other
WON'T GO UP OR DOWN

C14 Seat Lamber
0 REPAIR ATTEMPT(S)

Other
WON'T GO BACK OR FORTH

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) SMARTCARE 12/12

STEERING WHEEL LOCKED UP

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

CUST STATES STEERING WHEEL LOCKED UP & PASSENGER WINDOW WILL NOT GO UP OR DOWN, DLR REPLACED WINDOW MOTOR FOR SAME REASON A COUPLE MTHS AGO, PASSENGER ELECTRIC SEAT, SEAT WILL NOT MOVE FRONT OR BACK, CUST STATES HE NEEDS VEH TOWED TO DLR, DLR # 904 427 1313
CUST SEEKS TO BE ABLE TO DRIVE HIS \$50000 W/OUT THESE PROBLEMS, CUST ALSO SEEKS ROADSIDE CRM WILL TRANSFER TO ROADSIDE, CRM ADVISED CUST A CRM WILL CONTACT HIM TOMORROW TO FOLLOW UP W/ REPAIRS, CUST ASKED TO BE CALLED BACK @ 863 763 3163
TRANSFER TO MIKE BODKIN FOR FOLLOW UP
CRYSTAL BLAIR/CARS/TAMPA/TIER 1; 0; 99999
2001-07-02

CUST STATES STEERING WHEEL LOCKED UP & PASSENGER WINDOW WILL NOT GO UP OR DOWN, DLR REPLACED WINDOW MOTOR FOR SAME REASON A COUPLE MTHS AGO, PASSENGER ELECTRIC SEAT, SEAT WILL NOT MOVE FRONT OR BACK, CUST STATES HE NEEDS VEH TOWED TO DLR, DLR # 904 427 1313
CUST SEEKS TO BE ABLE TO DRIVE HIS \$50000 W/OUT THESE PROBLEMS, CUST ALSO SEEKS ROADSIDE CRM WILL TRANSFER TO ROADSIDE, CRM ADVISED CUST A CRM WILL CONTACT HIM TOMORROW TO FOLLOW UP W/ REPAIRS, CUST ASKED TO BE CALLED BACK @ [REDACTED]
TRANSFER TO MIKE BODKIN FOR FOLLOW UP
CRYSTAL BLAIR/CARS/TAMPA/TIER 1; 0; 99999
2001-07-02

CUST STATES STEERING WHEEL LOCKED UP & PASSENGER WINDOW WILL NOT GO UP OR DOWN, DLR REPLACED WINDOW MOTOR FOR SAME REASON A COUPLE MTHS AGO, PASSENGER ELECTRIC SEAT, SEAT WILL NOT MOVE FRONT OR BACK, CUST STATES HE NEEDS VEH TOWED TO DLR, DLR # 904 427 1313
CUST SEEKS TO BE ABLE TO DRIVE HIS \$50000 W/OUT THESE PROBLEMS, CUST ALSO SEEKS ROADSIDE CRM WILL TRANSFER TO ROADSIDE, CRM ADVISED CUST A CRM WILL CONTACT HIM TOMORROW TO FOLLOW UP W/ REPAIRS, CUST ASKED TO BE CALLED BACK @ 863 763 3163

TRANSFER TO MIKE BODKIN FOR FOLLOW UP
CRYSTAL BLAIR/CARS/TAMPA/TIER 1; 0; 99999
2001-07-02

CUST STATES STEERING WHEEL LOCKED UP & PASSENGER WINDOW WILL NOT GO UP OR DOWN, DLR REPLACED WINDOW MOTOR FOR SAME REASON A COUPLE MTHS AGO, PASSENGER ELECTRIC SEAT, SEAT WILL NOT MOVE FRONT OR BACK, CUST STATES HE NEEDS VEH TOWED TO DLR, DLR # 904 427 1313
CUST SEEKS TO BE ABLE TO DRIVE HIS \$50000 W/OUT THESE PROBLEMS, CUST ALSO SEEKS ROADSIDE CRM WILL TRANSFER TO ROADSIDE, CRM ADVISED CUST A CRM WILL CONTACT HIM TOMORROW TO FOLLOW UP W/ REPAIRS, CUST ASKED TO BE CALLED BACK @ 863 763 3163
TRANSFER TO MIKE BODKIN FOR FOLLOW UP
CRYSTAL BLAIR/CARS/TAMPA/TIER 1; 0; 99999
2001-07-02

CRM RECVD PAPER FROM TIER1. CUST HAD A PROBLEM WITH HIS STEERING WHEEL LOCKING UP. CUST SEEKS A CALL BACK TOMORROW. CRM WILL CONTACT THE CUST TOMORROW BETWEEN 12-2PM. MIKE BODKIN/TAMPA/TIER2; 0; 362939857
2001-07-03

CRM ATTEMPTED TO CONTACT THE CUST BUT THE # WAS ANSWERED BY AN OLDER MAN WHO STATES THAT WE MUSTVE RECIEVED THE WRONG # ON THE FILE THAT THEY WERE THE BLUFFS WHO HAVE HAD THAT # FOR YEARS. CRM CHECKED 411.COM AND FOUND NO MATCHES ON THE CUSTS NAME. CRM WILL FORWARD A LTR TO HAVE THE CUST CONTACT CAC. MIKE BODKIN/TAMPA/TIER2; 0; 363033132
2001-07-03

CRM INSTEAD CONTACTED THE DLR AND SPOKE TO CHUCK(SVC ADV) WHO STATES THAT THE CUSTS VEHICLE WAS TAKEN CARE OF AND FURTHER SATISFIED WITH THE OUTCOME OF THE SITUATION. CRM LEFT AVME FOR THE CUST TO CONTACT CAC. DO NOT READ TO CUST***** CRM SPOKE TO TM JENNIFER JARRETT WHO APPROVED A 12/12 GMPP SMARTCARE TO PROMOTE CUST SATISFACTION, TO RE-INSTILL FAITH IN THE VEHICLE, AND DUE TO A CHRONIC PROBLEM THAT GM IS WORKING ON A PERMANENT FIX FOR(STEERING WHEEL LOCK). MIKE BODKIN/TAMPA/TIER2; 0; 363034384
2001-07-05

CRM LEFT ANOTHER VME TO HAE THE CUST CONTACT CAC. MIKE BODKIN/TAMPA/TIER2; 0; 363203572
2001-07-06

CRM CONTACTED THE CUST WHO STATES THAT HIS VEHICLE IS CURRENTLY FIXED AND THAT THE DLR DID ASSIST HIM WELL. CRM OFFERED THE CUST A 12/12 GMPP SMARTCARE AS AN APOLOGETIC GESTURE BECAUSE OF A REPEAT REPAIR, CUST SATISFACTION AND TO INSTILL FAITH IN GM..CUST WAS HAPPY TO ACCEPT CRM WIL PROCESS AND FORWARD TO MOREAU FOR NEXT LEVEL OF APPROVAL. MIKE BODKIN/TAMPA/TIER2; 0; 363290814
2001-07-09

PRE-APPROVE REQUEST FOR GMPP,SC, 12/12 DUE TO A CHRONIC PROBLEM THAT GM IS WORKING ON A PERMANENT FIX FOR(STEERING WHEEL LOCK, RESTORE FAITH IN DLR AND CONFIDENCE IN GM CONTRACT #977996889
PAMELA MOREAU/ TPA GOODWILL LIAISON; 0; 363537249
2001-07-10

Liaison providing first level of approval for GMPP SmartCare 12 month/12,000 mile/\$0.00 deductible, contract registration #977996889. Cookie McCormick/Goodwill Liaison/Tampa; 0; 363640242
2001-07-11

GMPP On Its Way Letter was requested, Submission #00418607, Contract #977996889. James Adams/Tampa/Goodwill Liaison; 0; 363752915
2001-07-13

GMPP on its way letter released 7/13/01, contract registration #977996889. Betsy McGhee/Goodwill Approval Group/Tampa; 0; 363891572
2001-07-24

cust states that he recieved his paperwork on the smart cares & he has 12000 on the veh now.
cust seeks why we would give him the smartcare & he is expired on it already. crm advised
cust that it is 12/12 from the day/mileage in which it was issued.
cortney hacker/tier1/tampa cars; 0; 364845531

*****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
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

04762604

07-20-01P06:16 RCVD

977996889

Contract Registration

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY22G0Y5111768

YEAR MAKE MODEL
2000 Chevrolet CorvetteCURRENT ODOMETER PLAN PURCH. DATE COMB. EMER. 4WD
11000 7/6/2001

SELECT ONLY ONE

SmartCare™ Coverage

Upon acceptance of this registration, the time and mileage term for SmartCare™ coverage will be calculated from the date and mileage on the vehicle on the purchase date of this agreement.

SMARTCARE™ TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	36,000
	15,000			48	48,000
24	24,000	36	36,000	60	72,000
	30,000		45,000	72	100,000

Plan Price

SMARTCARE™ PRICE \$ 00

TAX \$

TOTAL \$

Customer

FIRST NAME M.I. LAST NAME

NAME OF BUSINESS OR MUNICIPALITY

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

Fort Orange

FLEET GM EMPLOYEE

AREA CODE & PHONE NUMBER

STATE

FL

ZIP

Dealer

DEALER NAME

DEALER CODE

ADDRESS

CITY

Detroit

STATE

MI

ZIP

48232

Lienholder

LIENHOLDER NAME

MAILING ADDRESS

CITY

Detroit

STATE

MI

ZIP

48232

By signing this, I agree to all terms and conditions on the "front and back" of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled "Vehicle Coverage". Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

GM RESTRICTED

357710

CASE NUMBER: 03728529 VIN: 1G1YY22G0Y5111964
 DATE OPENED: 04/05/01 MODEL YEAR: 00
 DATE CLOSED: 04/05/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 19000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: PA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 03728529 VIN: 1G1YY22G0Y5111964
 MODEL YEAR: 2000
 DATE OPENED: 2001-04-05 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-04-05 MILEAGE: 19000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: PERRY-EGAN CHEV AND OLDS, INC.
 SRC PARENT: DEALER ADDRESS: 1601 SIMPSON AVE, OCEAN CITY, NJ, 08226, USA

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

N21 Fuel Gauge Unusual Gauge Reading
 4 REPAIR ATTEMPT(S) gauge & replacements stay at 00
 M01 Steering General Broken
 2 REPAIR ATTEMPT(S) column locked, replaced
 H23 Brake Rotors Broken
 1 REPAIR ATTEMPT(S) pulsation out rotors, replaced
 T18 Possible Lemon Law Other
 0 REPAIR ATTEMPT(S) PA Lemon Laws, cust wantd info

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/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN

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

357710

C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]

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

Vehicle operation or design

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

cust called, nds info on PA Lemon Laws. 1. states 4x gas gauge not off empty & dlr not able dupe tho replaced cluster, etc. 2. steering column locked, 3. brakes pulsation & dlr cut rotors to make ride smoother, 2x into shop. cust seeking remedy or repurchase (cust travelling & not have vin#)***crm advised cust of cust satis procedures in Owners Man. cust states will try dlr again, final time. cust ok w/cac. linda maltby/pdx cac; 0; 355334342
2001-04-05

crm called Perry-Egan Chev/Ocean City NJ auc mgr Jerry: gv vin# & stated will have mechanic try another time on gas gauge, but cuts will need to get selling dlrship ASM to discuss repurchase w/cust. linda maltby/pdx cac; 0; 355334717

*****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:

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

357710

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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Coral Springs
FL

HOME PHONE:

CASE NUMBER: 1-49879403

VIN: 1G1YY22G0Y5114542

MODEL YEAR: 2000

DATE OPENED: 2002-11-18

SERIES: Corvette

DATE CLOSED: 2002-11-18

MILEAGE: 44000.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/AWO

DEALER NAME: Bob Taylor Chevrolet, Inc.

ERC PARENT:

DEALER ADDRESS: 5665 N Airport Pulling Rd, Naples, FL, 34109, USA

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

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

Inoperative

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

Steering Column Locked Up, ; 2002-11-18
2002-11-18

Cust got disconnected, ; 2002-11-18
2002-11-18

called cust back, ; 2002-11-18
2002-11-18

Service Request has been Closed Satisfied.; ; 2002-11-18
2002-11-18

towing inquiry, ; 2002-11-18
2002-11-18

svc dept, ; 2002-11-18
2002-11-18

Service Request has been Closed Satisfied.; ; 2002-11-18
2002-11-18

seeking vin, ; 2002-11-18
2002-11-18

Service Request has been Closed Satisfied.; ; 2002-11-18

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

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:

FAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE 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:

DEALER ADMINISTRATION:
RELEASE:

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:

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

HOUSTON , TX

CASE NUMBER: 05556226 VIN: 1G1YY22G0Y5116758
MODEL YEAR: 2000
DATE OPENED: 2001-09-21 SERIES: UNKNOWN
DATE CLOSED: 2001-10-03 MILEAGE: 16099
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAC HAIR CHEVROLET
BRC PARENT: DEALER ADDRESS: 11711 KATY PWAY, HOUSTON, TX, 77079, USA

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

A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) CORR DOCS RECEIVED
M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) LOCKING UP/NO START

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\Explore.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\Explore.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\Explore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

CORR DOCS RECEIVED:
STEERING WHEEL LOCKING UP
NO START
SEEK: NEW PART TO HAVE VEH REPAIRED BY DLR AT NO COST
*****WORK HISTORY*****

CORR DOCS RECEIVED:

CUST STATES: HE OWN A 2000 CORVETTE C4 BOUGHT IN 2000 AND PRESENTLY W/16,099 MI.
CUST STATES BEFORE THE MEMORIAL DAY WEEKEND, THE STEERING WHEEL LOCKED UP WHEN WIFE STARTED
THE VEH. CUST STATES HIS WIFE REMOVED THE KEY FOR A FEW SECONDS AND TRIED AGAIN SEVERAL
TIMES TO NO AVAIL. CUST STATES THEY WERE UNABLE TO USE THE VEH FOR 3 DAYS SINCE THE CHEVY
DLR COULD NOT COME TO TAKE THE VEH BEFORE MONDAY.

CUST STATES A FEW WEEKS LATER, THE SAME SCENARIO HAPPENED AGAIN ON FRIDAY MORNING WHEN HIS WIFE WAS GOING TO WORK. THE STEERING WHEEL LOCKED UP AGAIN LAST WEEK FOR THE 3RD TIME WHILE THE VEH WAS IN A HOUSTON PARKING LOT. CUST STATES THEY ARE AFRAID TO GET STUCK AGAIN SO THEY DO NOT USE THE VEH.

CUST STATES UPON INVESTIGATING THE CASE, HE FOUND OUT THAT IT IS A RECURRING PROB W/THE LOCKING DEVICE OF SOME OF THE CORVETTES, THAT CHEVY IS AWARE OF THE SITUATION AND THAT A NEW PART HAS BEEN DESIGNED TO CORRECT THIS PARTICULAR PROB. CUST STATES UNDERSTANDABLY, THEY ARE FED UP W/THIS COSTLY INCONVENIENCE.

CUST SEEK: TO REQ THAT CHEVY SEND THEM A NEW PART AT NO COST TO THEM SO THEY CAN CONTACT DLR FOR A FREE INSTALLATION.

CRM ADV: CONCERNS ARE DOC IN FILE FROM CORR DOCS RECEIVED.
CRM ATTATCHING DOCS TO FILE.
ANESIA KELLY/TPA CORR; 0; 99999
2001-09-28

CRM CALLED CUST AND CUST STATES HE IS STILL HAVING A CONCERN W/THE STEERING LOCK ON VEH. CUST STATES THE DLR HAVE DIAG AND INSPECTED THE VEH, BUT CANNOT SEEM TO RESOLVE THE PROBLEM. CRM ADV CUST A FILE HAS BEEN CREATED AND CONCERNS ARE DOC IN FILE.
CRMADV CUST WILL CONTACT DLR AND GIVE HIM A CALL BACK ON 10/1/01 AROUND 2:00 PM.
CUST STATES HE AGREE W/TIME FRAME.
CRM ADV CUST OF CAC AND REQ #
ANESIA KELLY/TPA CORR; 0; 370554934
2001-09-28

CONT... CRM ADV CUST IF HE IS STILL DEALING W/PREV DLR AND CUST STATES, NO. CUST STATES HE IS NOW DEALING W/MIKE HALL DLR AT 281 561 9900 LOCATED ON KATY FREEWAY.
AKELLY/TPA CORR; 0; 370556173
2001-10-02

CRM CALLED MIKE HALL DLR PER CUST'S REQ STATING HE WISH TO WORK W/THIS DLR. CRM SPOKE W/SVC MGR, JAMES AND JAMES STATES THAT THE CUST HAS NOT BEEN INTO THE DLR FOR ANY SVC AND DO NOT HAVE CUST LISTED INTO COMPUTER. SVC MGR, JAMES STATES HE WILL BE GLAD TO LOOK AT THE VEH IF CUST WOULD LIKE TO BRING THE VEH INTO THE DLR.

CRM ADV SVC MGR WILL CONTACT CUST TO SEE WHAT HE WOULD LIKE TO DO.

CRM CALLED CUST AND ADV CUST WE HAVE CONTACTED MIKE HALL DLR AND APOKE W/THE SVC MGR, JAMES REGARDING CONCERN. CRM ADV CUST IF HE WOULD LIKE TO WORK W/MIKE HALL DLR AND CUST STATES YES.
CRM ADV CUST HE WILL NEED TO CONTACT JAMES, SVC MGR AT MIKE HALL DLR TO SET UP AN APPT TO HAVE THE VEH INSPECTED. CRM ADV CUST DUE TO THE VEH BEING UNDER WARR, THERE SHOULD NOT BE A CONCERN.
CRM ADV CUST OF MIKE HALL DLR # AND SVC MGR'S NAME.

CUST IS SATISFIED W/CAC CONTACT.
CRM CLOSING FILE SATISFIED PENDING ON CUST'S CALL BACK REGARDING CONCERN.
NO FURTHER ACTYION NEEDED AT THIS POINT.

ANESIA KELLY/TPA CORR; 0; 370885236
2001-10-03

cust stated wanted a rental veh. crm called the dealership and was advised that the veh isn't being looked at for another 2 - 3 days and that the veh is driveable and the cust doesn't qualify for a rental veh. Crm advised cust of this and the cust stated she wanted to know if there were any other dealerships in the area that specialize in corvettes. Crm advised that there are. Deborah Berger - pdx - cac; 0; 370994637

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH: 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:

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

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

05556226

HOUSTON, TX

09-18-01 01:39 RCVD



CHEVROLET
PO BOX 33170
DETROIT, MICHIGAN 4832-5170
ATTN: CUSTOMER SERVICE

4832/5170

[REDACTED]
HOUSTON, TEXAS [REDACTED]

September 14, 2001

CHEVROLET
P.O. BOX 33170
DETROIT, MICHIGAN 4832-5170

ATTN: CUSTOMER SERVICE

SUBJ: 2000 CORVETTE C4 - Identification # 1G1YY22G0Y5116758

I own a 2000 Corvette C4 bought in 2000 and presently with 16,099 miles. A few months ago, just before the Memorial Day weekend, the steering wheel locked up when my wife started the car. She removed the key for a few seconds and tried again several times to no avail. Subsequently, we were unable to use the car for 3 days since the Chevrolet dealership could not come to take the car before Monday.

A few weeks later, the same scenario happened again a Friday morning when my wife was going to work. No need to tell the inconvenience and the frustration she went through that day. Furthermore, the steering wheel locked up again last week for the third time while the car was in a Houston parking lot. Now we are afraid to get stuck again and we do not use the car.

Upon investigating the case, I found out that it is a recurring problem with the locking device of some of the Corvettes, that Chevrolet is aware of the situation and that a new part has been designed to correct this particular problem.

Understandably, we are fed up with this costly inconvenience and we therefore request Chevrolet to send us at no cost this new part so we can contact the dealership for a free installation.

Sincerely yours,
[REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 1-134769214 VIN: 1G1YY22G0Y5117165
MODEL YEAR: 2000
DATE OPENED: 2003-08-27 SERIES: Corvette
DATE CLOSED: 2003-09-02 MILEAGE: 36107.00000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANO DEALER NAME: John Kennedy Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 365 Street Rd, Southampton, PA, 18966-3109, USA

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

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

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

Concern about column Lock; ; 2003-08-27
2003-08-27

Service Request Ownership has changed FROM: TEMPHERR TO: WILSONFD; ; 2003-08-27
2003-08-27

Cust has steering column locked; ; 2003-08-27
2003-08-27

contact dlr; ; 2003-08-27
2003-08-27

Service Request has been Closed Dissatisfied.; ; 2003-08-27
2003-09-02

Service Request has been Closed Dissatisfied.; ; 2003-09-02

*****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:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****AER 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:

GREEN POND

NJ

HOME PHONE:

CASE NUMBER: 05246782 VIN: 1G1YY22G0Y5117702
MODEL YEAR: 2000
DATE OPENED: 2001-08-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-08 MILEAGE: 28000
SOURCE: Phone DELIVERY DATE:
HRC TYPE: No DEALER NAME: RAMSEY CHEVROLET-GEO INC
HRC PARENT: DEALER ADDRESS: 145 RTE 17 S, UPPER SADDLE RIVER, NJ, 07458, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKS

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
 - * Determine Customer's Expectation
 - * Using delivery date, establish if vehicle is within any warranty coverage
 - * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
 - * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
 - * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
 - * Coordinate with dealership to assist with customer's repair request
 - * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

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

CUST STATES HIS VEH IS HAVING PROBLEM W/ THE STEERING COLUMN IN THAT IT LOCKS UP SOMETIMES, SO THE VEH WILL NOT START OR STEER. CUST STATES THIS HAS HAPPENED TWICE IN 3 DAYS. CUST STATES WHAT IS HAPPENING TO HIS VEH IS IDENTICAL TO WHAT WAS HAPPENING TO THE CORVETTES THAT WERE INVOLVED IN CAMPAIGN # 01044. CUST STATES EVERYONE IS TELLING HIM HIS VEH ISN'T INVOLVED IN THAT CAMPAIGN. CUST DOESN'T UNDERSTAND WHY HIS VEH ISN'T INVOLVED BUT IT'S EXHIBITING THE SAME CONDITION. CUST SEEKS FOR HIS VEH TO BE REPAIRED. -----CONT-----
CRM/AMYINLY/CAC/PDX; 0; 366178056
2001-08-08

CUST STATES THE FIRST TIME THIS HAPPENED A FEW DAYS AGO AND HE HAD THE VEH TOWED TO THE DLR, WHEN THEY INSPECTED IT, THE STEERING COLUMN HAD RELEASED, SO THE DLR SAID NOTHING IS WRONG AND THERE IS NOTHING THEY'RE GOING TO DO. CUST STATES HE IS NOT GOING TO DEAL W/ THIS \$45,000

VEH WHEN IT DOESN'T EVEN STEER AND HE GETS STRANDED. CRM REVIEWED CAMPAIGN # 01044 AND
CUST'S VIN BREAKPOINTS ARE OUTSIDE THE BREAKPOINTS OF THE CAMPAIGN BY 1469 UNITS. CRM ADVSD
CUST THE VEH NEEDS TO BE DIAGNOSED BEFORE ASST OR A REPAIR PROCESS CAN BE DETERMINED. CUST
STATES HE WANTS TO SPEAK TO GM'S ENGINEERS ABT HIS CONCERN. CRM ADVSD CUST THE ONLY PERSON
WHO HAS ACCESS TO SPEAK TO THEM IS THE SVC MGR AT A GM DLRSHIP. -----CONT-----
CRM/AMYIHL/CAC/PDX; 0; 366179158
2001-08-08

CUST SEEKS FOR CRM TO DOCUMENT A COMPLAINT ON BEHALF OF THE CUST AND TO DOCUMENT THAT HE
WANTS SOMEONE FROM THE HEAD OF GM TO CALL HIM ABT HIS CONCERN. CRM ADVSD CAN DOCUMENT THAT
FOR HIM. CUST SEEKS NO FURTHER ASST. CRM/AMY IHL/CAC/PDX; 0; 366179210

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

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:
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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SUFFERN, NY

CASE NUMBER: 06684964 VIN: 1G1YY22G0Y5125587
MODEL YEAR: 2000
DATE OPENED: 2002-04-09 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-09 MILEAGE: 23122
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JIM SMITH CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 8 RTE 45, SPRING VALLEY, NY, 10977, USA

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

W30 Instrument Cluster Unusual Gauge Reading
0 REPAIR ATTEMPT(S) GAUGE READING
W01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKS UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
 - *Determine Customers Expectation
 - *Using delivery date, establish if vehicle is within any warranty coverage
 - *Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
 - *Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
 - *Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
1) Review warranty history on "VIN Profile" tab
2) Contact appropriate Service dealership to discuss
3) Determine if TAC was previously contacted or is now necessary
4) Establish & document a diagnosis and repair plan
 - *Coordinate with dealership to assist with customer's repair request
 - *Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- ENGINE ELECTRIC CONCERN
GAUGES UNUSUAL READING

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

CUST STATES THAT HE HAS SOME CONCERNS WITH HIS VEHICLE HOWEVER CUST STATES THAT HE IS HAVING A HARDER TIME GETTING THE VEHICLE LOOK AT BY A DEALER.. CUST STATS THAT THE INSTRUMENT CLUSTER GAUGES SOMETIMES DOESNT WORK AND THE STEERING LOCKS UP. CUST SEEKING TO HAVE THIS CONCERN ADDRESSED AND CORRECTED...

* CRM ADVISED CUST THAT CRM CAN CONTACT THE LOCAL DEALER AND SEE ABOUT GETTING THE VEHICLE CONCERNS ADDRESSED AND CORRECTED.. CRM TO CONTACT JIM SMITH CHEVY THEN RPT A CALL TO CUST AT
.....TENLOY LILLY..TAMPA..CARB; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CHANDLER, AZ

CASE NUMBER:	05288594	VIN:	1G1YY22G0Y5128456
DATE OPENED:	2001-08-13	MODEL YEAR:	2000
DATE CLOSED:	2001-08-13	SERIES:	CORVETTE COUPE
SOURCE:	Phone	MILEAGE:	11000
ERC TYPE:	No	DELIVERY DATE:	
ERC PARENT:		DEALER NAME:	
		DEALER ADDRESS:	

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	locked on sat. not repaired
H40 Tires	Wear
0 REPAIR ATTEMPT(S)	front tires at 11k

Campaign Recalls performed at any Dealership

INFORM THE CALLER:

"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."

Campaign Recalls performed at any Dealership

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

cust seeks assist on repair of 2000 corvette, 11k. cust states many repairs and before day out he will contact an attorney. also states very unhappy w/dlrship, would like to change. cust states veh. towed in fri. for locked steering column, was told to pick up sat., on sat dlrship could not get veh. started, locked steering column. crm spoke w/svc. mgr lura crouch who stated she did not have current info yet, speak w/mike mead svc. adv. mead states he was not there sat., so cust not provided rental veh., even tho this model is not covered under 01044 bulletin, veh. is still under full warr. crm conf. cust and mead to make rental veh. arrangements, mead also checking on diagn. of steering column prob. no further action at this time. gloria messenger/cac/pdx; 0; 366575383

*****PDR INFORMATION*****

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

*****ALLEGED DEFECTIVE COMPONENT*****

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

CONTENTS :

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 SOURCE:	

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CHICAGO , IL

CASE NUMBER: 04668245 VIN: 1G1YY22G0Y5130272
MODEL YEAR: 2000
DATE OPENED: 2001-06-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-10-24 MILEAGE: 10511
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: PARK-PLAINES CHE-GEO INC
SRC PARENT: DEALER ADDRESS: 1723 BUSSE HWY, , DES PLAINES, IL, 60016, USA

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

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) TOWING REIM

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

Warranty towing coverage

INFORM THE CALLER:

"Towing is covered under your 3 year/36,000 mile Bumper to Bumper Warranty or 4 year/50,000 mile for Cadillac and Aurora. This covers towing to the nearest KXX dealership, if your vehicle cannot be driven because of a warranted defect.

INSTRUCTIONS TO CRM:

This coverage only applies to 1993 vehicles and newer.
Warranty towing coverage

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

UST STATES VEH WAS TOWED TO DLR FOR STEERING COLUMN WOULNT UNLOCK. CUST STATES DLR REPAIRED UNDER WARRANTY. CUST STATES DLR SENT HIM TO CAC FOR REIM ON TOWING. CUST STATES WOULD RATHER CALL CAC BACK 6/25/01. CRM TO CALL DLR. SANDRA MATA/CAC/PDX; 0; 362333005
2001-06-25

CRM TRIED TO CALL CUST, WRONG NUMBER. NEXT CRM---- WHEN CUST CALLS DLR NEEDS DATE, SERVICE DONE TO HELP WITH REIM. CALL DLR, ALSO GET RIGHT PHONE #.SANDRA MATA/CAC/PDX; 0; 362342282
2001-06-25

called dlr and talked to svc mgr who says that they can reim. on their end just to have him bring in the receipt from tow bill. crm called the cust who said that he will do that and the phone number on the front is the correct one.judydurlak/pdx/cac; 0; 362359335
2001-09-17

CUST CALLED SEEKING STATUS ON REIM...CRM CONTACTED DLR AND SPOKE TO SVC MGR WHO STATES HE WILL DO SOME RESEARCH ON WHAT IS GOING ON WITH REIM AND SAID TO C/B 9/18/01....CRM SET C/B FOR 9/18/01 TO GET UPDATE FROM DLR AND INFORM CUST...JOHNATHAN ELKINGTON CAC/PDX; 0; 369606733
2001-09-19

CUST STATES DID NOT GET A CALL BACK FRM CRM J ELKINGTON ON 9/18/01 ABOUT REIMBURSEMENT...CUST STATES TOOK TOWING BILLFOR \$85.00.. TO PARK PLAINES CHEV 847-699-7100 SER MGR RON FAZZIO.ON 6/26/01...STILL HAVE NOT REC'D A CHECK....CRM ADVISED CUST WOULD CONTACT DLR & SEE WHAT CAN FIND OUT...CRM CLD PARK PLAINES CHEV...SER MGR ADVISES HAS NOT HAD TIME...DLR WAS ROBBED SO HAVE HAD POLICE THERE...SER MGR STATES WILL RESEARCH & GIVE A

CALL TO CHEV..CRM GAVE REQ NUMBER...CRM ADVISED CUST SER MGR IS RESEARCHING & WILL GET ANS TODAY...SHOULD HAVE A ANS BY TOMORROW.SER MGR ADVISED CUST CLD HAVE GONE THRU ROADSIDE FOR REIMBURSEMENT BUT CUST DID NOT WANT TO DO THAT....CRM ADVISED CUST COULD HAVE CLD ROADSIDE & SUBMITTED DIRECTLY FOR REIMBURSEMENT WOULD HAVE BEEN FASTER..CUST STATES DID NOT KNOW THAT...CRM ADVISED CUST WHEN GET ANS CRM WILL CALL...IF CRM ELKINGTON DOES NOT REPLY THIS CRM WILL ASSUME...CRM/EVELYNSTEVENS/PDX; 0; 369782242
2001-09-19

SVC MGR RON FASZIO CALLED AND STATED THAT HE IS RETURNING THE PREVIOUS CRM'S CALL AND STATED THAT THE REASON CUST HAS NOT RECEIVED A REIM FOR THE TOWING IS BECAUSE CUST HAS NOT TAKEN A TOWING RECEIPT IN TO THE DLR SO THAT HE CAN FIL OUT PAPERWORK AND SUBMIT TO GET A REIM FOR THE CUST SVC MGR STATED THAT WHEN CUST BRINGS THE RECEIPT IN IT WILL ONLY TAKE ABOUT A WEEK TO GET THE REIM FOR THE CUST BRENDA MCGOWAN/CAC/PDX; 0; 369783312
2001-09-19

CRM CLD CUST LINE BUSY...CRM/EVELYNSTEVENS/PDX; 0; 369787032
2001-09-20

CUST STATES HE STILL HAS NOT RECEIVED REIM FOR TOWING BILL. CRM ADVISED CUST THAT SVC MGR, RON FASZIO, STILL NEEDED TOWING BILL FOR REIM. CUST STATES HE ALREADY TURNED ONE IN BACK IN JUNE BUT HE WILL TURN IN ANOTHER ONE ON MONDAY WHEN HE GOES IN FOR HIS OIL CHANGE....STEPHANIE PEREZ/CAC/CARS/ATX; 0; 369857566
2001-10-10

CUST called in. CUST states did not recv REIM yet. CRM called dlr, spoke with Ron Faszio, service manager. He states CUST will recv his REIM once Chevrolet REIM dlr. CRM advised CUST. CUST understands. Rik Spruitenburg /cars/pdx; 0; 371583131
2001-10-23

CRM called dlr, spoke with service manager Ron Faszio. He states he was just REIM from Chevrolet, check will go ou tomorrow. Rik Spruitenburg /cars/pdx; 0; 372712840
2001-10-24

CUST STATES HE WAS TO BE REIM AND CUST SEEKS WHEN WILL HE GET HIS REIM CHECK..CRM ADVISED THAT PREV CRM CONTACTED DLR AND HE SVC MGR STATED HE WAS JUST REIM FROM GM AND IS SENDING THE CK OUT TODAY..CLOSED SATISFIED CRM THOMAS "BUCK"SMITH/ATX-CARS; 0; 372807660

*****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:
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:
KADA: 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:

LOCATION:

RESTRAINT:

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:
DONS OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BEC CONTACT INFORMATION*****

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Corveta , OK

CASE NUMBER: 1-117036012 VIN: 1G1YY22G0Y5133415
MODEL YEAR: 2000
DATE OPENED: 2003-07-08 SERIES: Corvette
DATE CLOSED: 2003-07-11 MILEAGE: 18000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Ray Adams Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 7820 E 171st St, Belton, MO, 64012-5325, USA

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

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

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

steering column lock, ; 2003-07-08
2003-07-08

steering column lock diagnosis, ; 2003-07-08
2003-07-09

diagnosis status sr# 1-117036012, ; 2003-07-09
2003-07-09

steering column lock assistance, ; 2003-07-09
2003-07-11

steering column lock status, ; 2003-07-11
2003-07-11

Service Request has been Closed Satisfied, ; 2003-07-11

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

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, WHEN:

*****ADH 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:

COLUMBUS, OH

CASE NUMBER: 05648956 VIN: 1G1YY22G115100333
MODEL YEAR: 2001
DATE OPENED: 2001-10-08 SERIES: UNKNOWN
DATE CLOSED: 2001-10-09 MILEAGE: 3690
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BYERS DUBLIN CHEVROLET GEO
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
4 REPAIR ATTEMPT(S) looks up

Repurchase - AVM ePRA

INSTRUCTIONS TO CRM:

This is a BRC request. Do not resume. Refer all calls to 800-231-1841. Do not disclose any information on this request. CRM name and ext.

(PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Jodi Masters, ext. 58656. AVM: Jackie A. Alston. Robyn Starks/Tampa workflow.

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

(PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Jodi Masters, ext. 58656. AVM: Jackie A. Alston. Robyn Starks/Tampa workflow.; 0; 99999

*****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:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****TRADE 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:

BILOXI, MS

CASE NUMBER: 02952941 VIN: 1G1YY22G115105807
MODEL YEAR: 2001
DATE OPENED: 2001-01-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-01-31 MILEAGE: 551
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: DEES CHEVY-OLDS
BRC PARENT: DEALER ADDRESS: 130 MAIN ST., BILOXI, MS, 39530, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	STEERING LOCKS
T49 Technical Question	Customer Satisfaction
0 REPAIR ATTEMPT(S)	HOW TO FIX
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	INSPECT

CORVETTE STEERING LOCK

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

CUST STATES HIS STEERING COLUMN LOCKED UP TWICE AND ALMOST LEFT HIM STRANDED. CUST WANTS TO KNOW IF THERE IS ANY CAMPAIGNS ON VEH. CRM FOUND A BULLETIN IN HOT NEWS REFERRING TO THE STEERING LOCK. IT STATES:

Corvette customers who experience steering column failure to unlock on start up can have the electric column lock checked by thier Chevrolet dealer and possibly replaced with an enhanced reliability component.

CRM REFERRED CUST TO A DEALER NEAR HIM FOR INSPECTION OF VEH AND DETERMINATION OF DEFECT EXISTENCE. CUST IS NEW TO THE AREA AND REQUESTED TO BE REFERRED TO A DLR WITH A CORVETTE TRAINED MECHANIC TO LOOK AT HIS VEH. CRM COULD NOT FIND A CORVETTE SPECIALIZED DLR CLOSE TO HIM.

CUST STATES HE WILL LOOK AROUND. HE HAS AN IDEA OF WHERE TO LOOK.

CUST SATISFIED.

CRM TRACY LONG-CARS-PDX; 0; 349056063
2001-01-30

CRM REC'D AND ATTC'D DOC'S....NICOLAS SHORTT/CAC/PDX; 0; 349766032
2001-01-31

DOCS ATTACHED TO INCORRECT FILE. CRM REASSIGNED DOCS.
CRM TRACY LONG-CARS-PDX; 0; 349812378

*****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:

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:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

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:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6452854	VIN Number:	1G1YY22G115107492	
Date Opened:	5/7/2003	Model Year:	2001	
Date Closed:		Series:	Corvette	
Dealer Code:	B28352	Mileage:	48802	
Address:	JOE FIRMENTS LUPE CHAYON LAKE		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/07/2003 13:45:23 SBD TEMPLATE - CIAVERELLA

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)

KEN BETZEL TECH

CUSTOMER CONCERN -

STS SERVICE COLUMN LOCK MESSAGE ON

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

STS HAS NOT DUP. CONCERN AND NO DTC SET.

STS THE THE COLUMN WAS LOCKED, KEY CYCLED AND ALL OPERATING NORMALLY NOW.

TAC RECOMMENDATION -

ADV DLR TO CHECK FOR POSSIBLE BCM OR IGNITION SW.

CHECK IGN SW. INPUTS , COLUMN LOCK RELAY AND G201/202

A000285

05/07/2003 13:45:23 HISTORY - CIAVERELLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6107431	VIN Number:	1G1YY22G115113177
Date Opened:	12/16/2002	Model Year:	2001
Date Closed:	6/2/2003	Series:	Corvette
Dealer Code:	B06001	Mileage:	8233
Address:	POLSOM CHEVROLET POLSOM	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/16/2002 15:26:27 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) FELIX RAYA TECH

CUSTOMER CONCERN -STEERING COLUMN LOCKED

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

DLR CALLED TO SEE IF THERE ARE ANY CONCERNS WITH THE STEERING COLUMN LOCKING ON VEHICLES WITHOUT THE CAMPAIGN ON IT

TAC RECOMMENDATION -SUGG DLR CHECK TO SEE IF THE BCM IS SEEING THE KEY IN THE IGN USING THE TECH TWO.....IF NOT SUGG DLR REPLACE THE BCM.....43564

12/16/2002 15:26:27 HISTORY - GEMUS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5888983	VIN Number:	1G1YY22G115120047
Date Opened:	8/13/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B28233	Mileage:	7620
Address:	HALLEEN CHEVROLET INNORTH OLMST	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— LOCK STEERING ALLEGEDLY STRG COLUMN LOCKED ON
RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/13/2002 13:33:33 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) JOHN TECH.

CUSTOMER CONCERN - ALLEGED STRG COLUMN LOCKED, ONE TIME.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DLR STS THEY HAVE NOT DUPLICATED THE CONDITION
AND THERE ARE NO CODES.

TAC RECOMMENDATION - TAC ADVISED THE DLR NOT TO ATTEMPT ANY REPAIRS W/O
DUPLICATING THE CONDITION FIRST. IF THE TECH IS NOT ABLE TO DUPLICATE
THE CONDITION, INVITE THE CUSTOMER TO COME IN AND DEMONSTRATE THE PROBLEM
TO THE TECH. EITHER THE CUSTOMER WILL BE ABLE TO SHOW THE TECH THE ISSUE
OR IT WILL VILIFY THE TECHS ATTEMPTS TO ISOLATE THE CONDITION. BROWN
40708.

08/13/2002 13:33:33 HISTORY - BROWN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6638748	VIN Number:	1G1YY22G115126298
Date Opened:	7/22/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B09109	Mileage:	29904
Address:	KERRY CHEVROLET INC ALEXANDRIA	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN INTERMITTENT LOCK STEERING STEERING CO

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/22/2003 08:22:48 SBD TEMPLATE - ERMAN

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 HAENNY TECH

CUSTOMER CONCERN - THE STEERING COLUMN WOULD NOT UNLOCK.

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

KEVIN SAID ROADSIDE WENT OUT TO THIS CAR AND THE STEERING DID UNLOCK FOR THEM. KEVIN SAID HE HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN. KEVIN WAS CALLING TO SEE IF HE SHOULD DO THE CAMPAIGN ON THIS CAR.

TAC RECOMMENDATION -

ADVISED NO THE CAMPAIGN OR BULLETIN DOES NOT LIST THIS CAR.

1 DUPLICATE THIS CONCERN BEFORE REPLACING ANY PARTS.

2 CHECK FOR ANY CODES

3 CHECK THE G201 AND G202 GROUNDS.

07/22/2003 08:22:48 HISTORY - ERMAN

E402-031 / GM22C

Page 1 of 1

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6576154	VIN Number:	1G1YY22G125102410
Date Opened:	6/25/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B08261	Mileage:	18251
Address:	RAY HUGHES CHEVROLET ENTERPRISE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING U1100 INTERMITTENTLY COL

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/26/2003 15:23:15 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) BRIAN ANDREWS TECH

CUSTOMER CONCERN -INTERMITTENTLY THE STEERING COLUMN DOES NOT UNLOCK
AFTER VEHICLE IS STARTED.

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

TECH STS HISTORY U1100, AND CANNOT FIND DIAGNOSIS FOR THIS CODE. HE IS
CALLING TO DISCUSS P1001137.

TAC RECOMMENDATION -

ADVISED HIM THIS PI IS ONLY FOR COLUMN LOCKING WHEN DRIVING. ADVISED HIM
U1100 DIAGNOSIS IS LISTED IN SI DOCUMENT ID # 686678. PER PREVIOUS CASES
CHECK G201 AND G202 FOR COLUMN LOCK ISSUE.

06/26/2003 15:23:15 HISTORY - KOPAH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6301902	VIN Number:	1G1YY22G125106909
Date Opened:	3/6/2003	Model Year:	2002
Date Closed:	3/7/2003	Series:	Corvette
Dealer Code:	B06330	Mileage:	10290
Address:	JN CHEVROLET HONOLULU HI	State:	HI
Dealer Phone:			

SYMPTOM ABSTRACT-- LOCK STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/06/2003 18:14:00 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) LARRY ASUNCION

CUSTOMER CONCERN - STEERING COLUMN LOCK

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

DLR STS HAS NO CODES IN ANY MODULES AT THIS TIME. DLR HAS PERFORMED DIAG IN SI AND NEEDS TO REPLACE STEERING COLUMN LOCK MOTOR. HAD DLR ATTEMPT TO COMMAND TECH 2 TO UNLOCK COLUMN AND COLUMN WILL STILL NOT UNLOCK.

TAG RECOMMENDATION - ADVISED DLR TO FOLLOW DIAG FOR REPLACEMENT IN SI DOCUMENT ID# 660162. DLR PAY ATTENTION TO NOTE ABOUT PULLING BCM# 25 FUSE FOR 15 SECONDS TO RESET SYS. HAJJ 40772

03/06/2003 18:14:00 HISTORY - HAJJ

03/07/2003 17:51:50 LESZCYNski - CALLED IN CASE CLOSING

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

LA PLATA, MD

CASE NUMBER: 06216634 VIN: 1G1YY22G125109812
MODEL YEAR: 2002
DATE OPENED: 2002-01-21 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-01-22 MILEAGE:
SOURCE: Mail DELIVERY DATE:
ERC TYPE: No DEALER NAME: J B A CHEVROLET
ERC PARENT: DEALER ADDRESS: 7327 RITCHIE HWY, GLEN BURNIE, MD, 21061, USA

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

T22 CSI Reply
0 REPAIR ATTEMPT(S)Other
SURVEYM46 Keyless Remote Lock System
0 REPAIR ATTEMPT(S)Other
cust only has 1 remote for keyless entryA12 Miscellaneous - Not Classified
1 REPAIR ATTEMPT(S)Other
veh wouldn't start when cust purchased vehM41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Inoperative
steering wheel wouldn't turnS19 Sales General
1 REPAIR ATTEMPT(S)
slsmgrCustomer Satisfaction
dissatisfied with treatment by the slsmn &

Treatment by dealership sales

CRM TO ADVISE:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's service practices. Our dealerships are reviewed on a routine basis within KKK Motor Division and all this information is utilized by upper management when conducting those reviews."

CRM ACTIONS: CRM to leave an FYI message for the ASM regarding customer concern.
Treatment by dealership sales

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

CSI REPLY: CUST STATES NOT AT ALL SATISFIED WITH DLR AND COMPLETELY SATISFIED WITH VEH. CUST STATES HE HAS ONLY ONE REMOTE CONTROL FOR VEH ENTRY. CUST STATES WHEN HE PURCHASED THE VEH AND WHEN TRYING TO CRANK UP THE VEH, THE VEH WOULD OT START AND WHEN VEH WAS STARTED THE STEERING WHEEL WOULDN'T TURN. CUST STATES HE AGREED TO GO HOME AND HAVE THE SLSMN OWEN, TO PICK UP CUST THE NEXT DAY WHEN VEH WAS REPAIRED. CUST STATES HE TURNED IN ONE REMOTE ENTRY AND ONE KEY BEFORE LEAVING THE DLR. CUST STATES WHEN HE ARRIVED TO PICK UP VEH THE NEXT DAY THE VEH WAS NOT READY THEREFORE, CUST HAD TO WAIT AND CUST RECEIVED HIS KEY BUT NOT THE REMOTE ENTRY. CUST STATES THE SLSMN ADVISED CUST HE WILL SEND CUST A NEW REMOTE BECAUSE THEY COULD NOT FIND THE ORIGINAL ONE BUT CUST NEVER RECEIVED IT. CUST STATES AFTER A COUPLE OF WEEKS HE CONTACTED THE SLSMAN AND WAS ENSURED HE WILL REVEIVE ONE BUT NEVER DID. CUST STATES HE THEN CONTACTED THE SLS MGR AFTER STILL NOT RECEIVING HIS REMOTE AND AGAIN, WAS ENSURED THAT HE WILL RECEIVE IT. CUST STATES TO THIS DATE, HE HAS NOT YET RECEIVED HIS REMOTE ENTRY. CRM WILL CONTACT CUST. TELICIA HENDERSON/CAC/TPA; 0; 99999

2002-01-22

CRM CALLED CUST ON 1/22/2002 AND LEFT A MSG WITH REQUEST AND CAC'S NUMBER. CRM CLOSING FILE SATISFIED AND SENDING AN UNABLE TO CONTACT LETTER. TELICIA HENDERSON/CAC/TPA; 0; 380563669 2002-01-22

LETTER APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 380574348

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:

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:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:
NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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



Purchase and Delivery Satisfaction Survey

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

La Fite MD

La Fite MD

Name telephone: ()

Change to: ()

Please provide us with your preferred email address:

Dear Mr Price Goldson:

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

Thank you for buying a Chevrolet.

Sincerely,

Don L. Wright
Don L. Wright

Director - Customer & Relationship Services

JAN 17 2003

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.

About Your Chevrolet Dealership's Facilities

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

About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not at All Satisfied	Don't Know/Not Applicable
2. How satisfied are you that you were treated in a professional and courteous manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
5. When you picked up your 2002 Corvette, were you greeted with friendliness and enthusiasm?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6. At the time of delivery, were you offered...						
- An orientation tour of the dealership, including the Service Department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive to become familiar with your new vehicle before taking it home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

About Your Sales Consultant - Continued

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

About the Financial Process

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

Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with JBA?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?	Definitely Would	Probably Would	Maybe/Might Not	Probably Not	Definitely Not
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your 2002 Corvette?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Do you have any comments/recommendations about your Dealership? <u>See attached</u>					
Vehicle: <u>I have only one remote control for vehicle entry</u>					
18. Are you ... <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female					
19. Your age ... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input checked="" type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 or older					
20. May we include your name when providing this information to your dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1629

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

Please return this questionnaire in the self-addressed, postage-paid envelope for CHEVROLET MOTOR DIVISION, P.O. BOX 10664, TOLEDO, OH 43686-0664

Attachment

In November, I telephoned JBA Chevrolet and spoke with a salesman named Owen regarding a 2002 Corvette listed on the Internet. We discussed the vehicle and I told Owen I was interested in buying it. I gave Owen a \$1,000.00 deposit to hold it for me and responded to JBA the evening of the 14th of November 2001. I was a little disturbed at the looks of the vehicle since Owen knew I was very interested in it. It had numerous stickers on the windows, and hand and fingerprints all over the body and windows. Anyway, I decided to purchase the vehicle and filled out the necessary paperwork only to find that the vehicle would not start, nor once it was started, could they get the steering wheel to turn. It was locked and they could not get it to release. [This is when I should have exited JBA, but I really wanted the vehicle and could not find a similar one in the D.C. Metropolitan Area.] I agreed to go home and Owen would pick me up at my residence the following evening since I was not trading in a vehicle. I returned one key and one remote entry for the Corvette to Owen.

The next evening Owen picked me up as planned and drove me to the dealership. When we arrived, it took Owen a lengthy period of time to get the vehicle. It was not ready which was really a surprise since they had 24 hours to get it ready. Again, this should have been my exit time with full refund, but, again, I really wanted the car. Had it been any other vehicle besides a Corvette, I would have left without making a purchase.

When I got home, I noticed that I had two keys for the new Corvette but only one remote entry. The next day I contacted Owen regarding the remote, and he advised me that he did not have it. When I insisted that he must, since I didn't have it, and I repeated that I had left it with him the day before, he advised me that he would send me one. I contacted him when I hadn't received it after a couple of weeks and he assured me it would be sent. I then contacted the manager of JBA sales and he also ensured me it would be sent. To date, I have not received the remote and I find that to be a bit ridiculous. I have a \$50,000 car and they cannot provide me with the remote entry for it.

My opinion of JBA is much lower than indicated by the attached questionnaire. I have no idea how they stay in business if they treat everyone who purchases a car from them the way they treated me and the remote control has nothing to do with that.

January 22, 2002

[REDACTED]
La Plata, MD [REDACTED]

Request: C06216634

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 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,

Telicia Henderson
Customer Relationship Manager

SU0003-T/app

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3978302	VIN Number:	1G1YY22G125120146
Date Opened:	10/22/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B26120	Mileage:	15484
Address:	COX CHEVROLET INCORPBRADENTON	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING COLUMN WONT UNLOCK AT TIMES

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/22/2002 09:34:33 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) ROGER NYBERG TECH

CUSTOMER CONCERN -COLUMN WONT UNLOCK AT TIMES

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

TECH HAS NOT DUP AND STS NO CODES

TAC RECOMMENDATION -

ADVISED TECH POSS ACL RELAY PER OTHER CASES.

10/22/2002 09:34:33 HISTORY - WEST